

Rockford Police Department



Rockford Police Department

2021 Year End Totals

RockStat January -December 2021 presentation		
CATEGORY	2020	2021
Violent Crimes	2,198	2,331
Property Crimes	4,192	3,891
Aggravated Assaults	1,751	1,874
Robbery	253	255
Auto Thefts	408	473
Shots Fired	679	750
Guns Recovered	281	433
Domestic Related Violent Crime Percentage	36.6%	39.6%

Rockford Police Department

Aggravated Battery / Shots Fired 2019 - 2021

CITY OF ROCKFORD GUNFIRE - DECEMBER 2021					
GUNFIRE	2019	2020	2020 YTD	2021 YTD	% Change
Shot Spotter Calls for Service for Gunfire (8100)	776	1009	1,009	1,266	25.47%
Calls for Service for Gunfire (1410)	2,214	3078	3,078	2,987	-2.96%
Calls for Service for Gunfire Total	2,990	4087	4,087	4,253	4.06%
Shots Fired Incidents Including Homicide	442	679	679	750	10.46%
Victims Struck by Gunfire Including Homicide	82	170	170	164	-3.53%
Guns Recovered	163	281	281	433	54.09%

Rockford Police Department

2021 Narcotics Recovered

Cocaine	657.64g
Crack Cocaine	1,625.12g
Heroin/Fentanyl	1,054.96g
Cannabis	385,677g
Cannabis Plants	535
Meth (Grams)	89.85
Meth (Pills)	170
Other (Pills)	1,538.3

The prescription drug boxes at the three RPD Districts collected 79 pounds.

Rockford Police Department

Central Reporting Unit

Reports initiated at our Central Reporting Units (all three Districts):

2019	6,003
2020	6,746
2021	7,233

Accident Reports:

2019	2,445
2020	2,506
2021	2,768

Rockford Police Department

Training Stats

Mandated Training Hours:

10,085

(this equates to **36.018** PER officer in the Rockford Police Department)

Specialized Training Hours:

952

(this was for 148 officers, which equates to **6.43** hours per)

Rockford Police Department

Traffic Stats 2021

- Issued 4,496 citations
- Issued 965 written warnings
- TOTAL of 5,461 citations/written warnings
- Investigated and Reconstructed 31 Fatal Traffic Incidents
- Investigated and Reconstructed 25 Great Bodily Harm Accidents
- TOTAL of 56 Fatal/Great Bodily Harm Incidents Hit and Run
Investigator Freese investigated 185 Hit & Run Incidents

Rockford Police Department

K9 Information 2021

The Rockford Police Department has six full-time K9 Teams that operate both day and evening hours. They are commanded by an Administrative Lieutenant.

In 2021:

- 131 tracks completed this year in attempt to locate suspects of crimes.
- Apprehended 76 fleeing/hidden suspects.
- Performed 124 evidence searches and recovered 93 items.
- Located and took **22** firearms off of the streets.
- Conducted 39 public K-9 Demonstrations.
- Attended bi-annual K9 Certification.

Rockford Police Department

Accomplishments

- Crisis Co-Response Team was put into daily use starting in January. Two Rosecrance mental health clinicians, two Rockford police detectives and a deputy with the Winnebago County Sheriff's Office make up a Crisis Co-response team. The goal of CCRT is to identify individuals struggling through a mental health crisis and get help before they enter the jail system.
- New ROCK House Officer, Cory Magnuson, moved in to 1233 Revell Avenue in May.
- Officers Seale and Turner created and continue to facilitate ROCK House Soccer this summer. This program meets every Tuesday, Wednesday, and Thursday, and allows area youth to sharpen their soccer skills, while having positive interactions law-enforcement, and learning life skills such as respect and healthy living.
- Officer Turner continues "Fresh For Learning" at Five Alarm Laundromat on E. Riverside. RPS205 students and families can do their laundry for FREE every Wednesday evening, courtesy of Molina Healthcare.
- Officers joined with T & C Cooking Creations for a youth Cooking Class last March. The kids were taught how to make a healthy delicious meal for their family.

Rockford Police Department

Accomplishments

- Polar Plunge for Special Olympics
- Alignment Rockford's Middle School Career Fair (ISC)
- Police Week Activities at CherryVale Mall
- Cars & Coffee (Saturdays)
- All Hallow's Eve at Midway Village
- Pumpkins with Police at District 2
- Trunk or Treat (off 7th Street in RPS205 parking lot)
- Kegel's Kares Necessities Drive (Food, coats, toiletries and more)
- Kick In for Cancer Fundraising Event at SM&SF Club
- Jaime Cox Memorial Run
- Cones with Cops (McDonald's on Riverside)
- Officer Murphy repelled down Supply Core for the Girl Scout's "Over the Edge" Event
- Assistant Deputy Chief Givens read to students at both Welsh and Washington Elementary

Rockford Police Department

Accomplishments

- Each month, our Community Services Officers attend Neighborhood Group Meetings (some months there are 12 meetings!)
- Dunkin' Donuts Law Enforcement Torch Run
- Battle of the Badges Blood Drive (which RPD came out victorious AGAIN!)
- Rockford Park District Bears Camp
- Homeless Outreach with City of Rockford Human Services
- Cops 2 Bobbers Annual Fishing fun at Rock Cut
- Christmas with Superheroes with the Fatherhood Encouragement Project
- Firetruck Pull for K Cancer
- Rolling StrongER (bike safety and bike giveaways at local RPS205 schools)
- Presents with Police (PBPBA donated funds for presents and Rockford Police Officers shopped with over 100 kids)
- Gigi's Playhouse Breakfast with Santa (Farm & Fleet and Blue 815)

Rockford Fire Department

PRESENTED BY:

Michele Pankow-Fire Chief

- Maintain and improve health and safety throughout the organization
- Enhance career-related training and development throughout department
- Continually improve and enhance delivery of service to the citizens
- Continued infrastructure investment
- Recruit and retain a diverse and effective workforce
- Foster community outreach and agency partnerships

Rockford Fire Department
Key Strategic Initiatives
2021

Rockford Fire Department

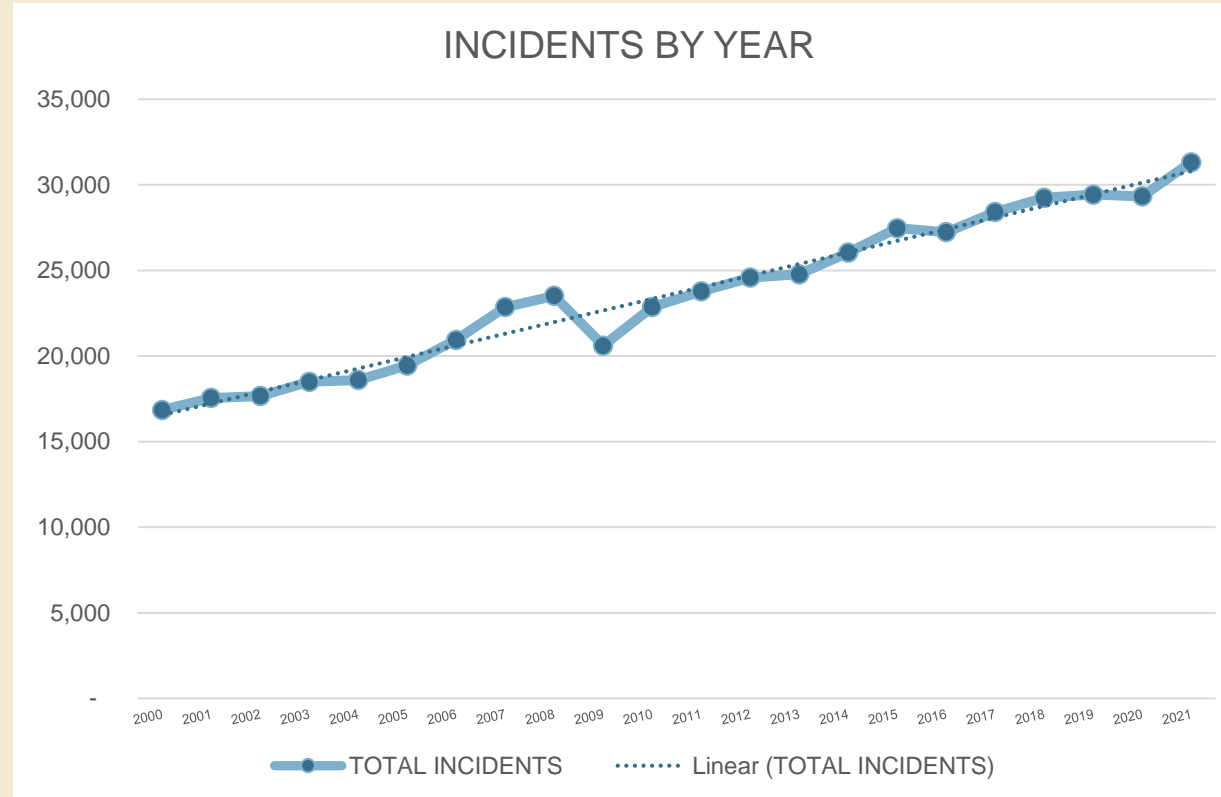
Scorecard

Area of Focus	Metric/Program	Definition	Standard /Goal	Current Performance
Response Times	Call Answer Time	911 Calls Answered in 10 Seconds or Less	90%	86.4%
	Total Response Time	911 Call Received to first unit on Scene in 8:12 or less	90%	90.7%
EMS	EMS Customer Service	Overall Customer Experience Rating	95%	93.4%
	Mobile Integrated Health Care	Reduction of ED Visits for Psychiatric CC	25%	50.0%
	Utstein Rating	Bystander Intervention Survival Rate (CPR)	24.7%	15.6%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of Property Value Saved from Structure Fires	90%	93.5%
	Arson Clearance Rate	Percentage of Arson Incidents Cleared by Arrest/NTA/Intervention	15%	72.0%
	Inspections	General Inspections Performed with in the last 4 Years	95%	73.0%
	Smoke Alarm/Battery Program	Monthly Average Number of Homes visited with Battery Replacement or Installed Smoke alarms	30	23

Rockford Fire Department

Incidents

YEAR	TOTAL INCIDENTS	% CHANGE
2000	16,853	
2001	17,549	4.13%
2002	17,662	0.64%
2003	18,498	4.73%
2004	18,596	0.53%
2005	19,447	4.58%
2006	20,941	7.68%
2007	22,855	9.14%
2008	23,516	2.89%
2009	20,604	-12.38%
2010	22,858	10.94%
2011	23,778	4.02%
2012	24,575	3.35%
2013	24,777	0.82%
2014	26,033	5.07%
2015	27,472	5.53%
2016	27,232	-0.87%
2017	28,409	4.32%
2018	29,242	2.93%
2019	29,429	0.64%
2020	29,330	-0.34%
2021	31,322	6.79%
AVG. INCREASE	23,681	3.10%



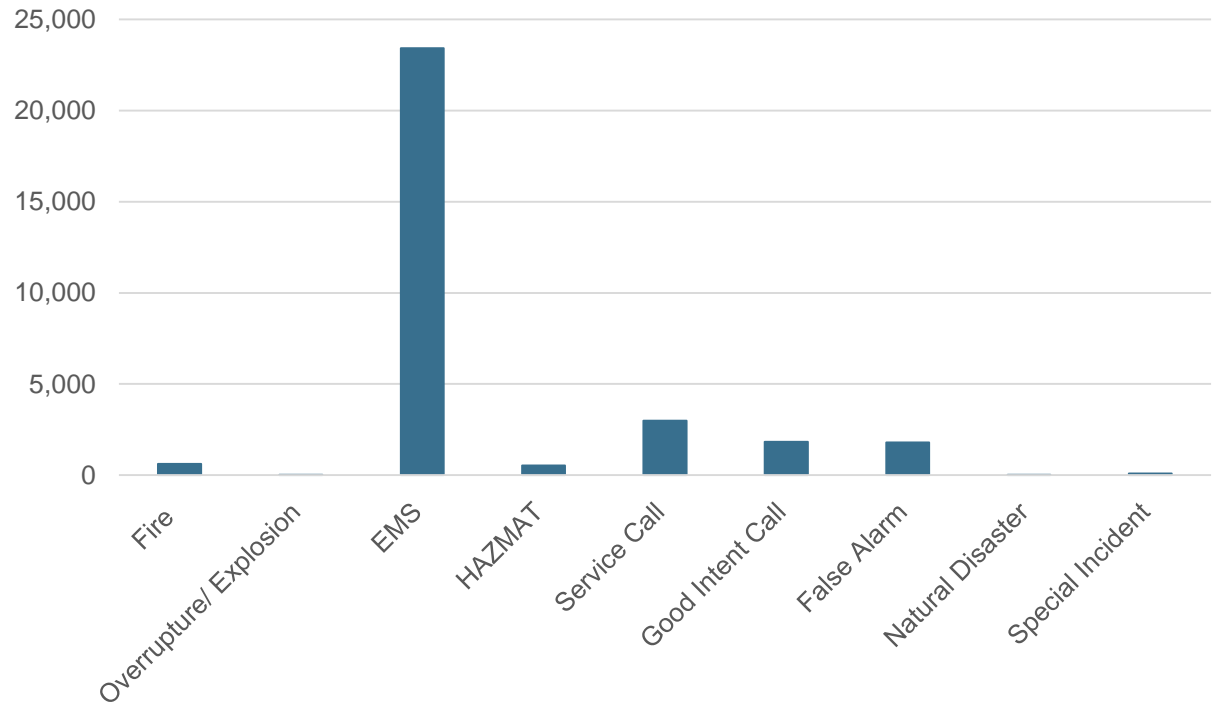
Rockford Fire Department

Incidents

2021 INCIDENTS BY TYPE

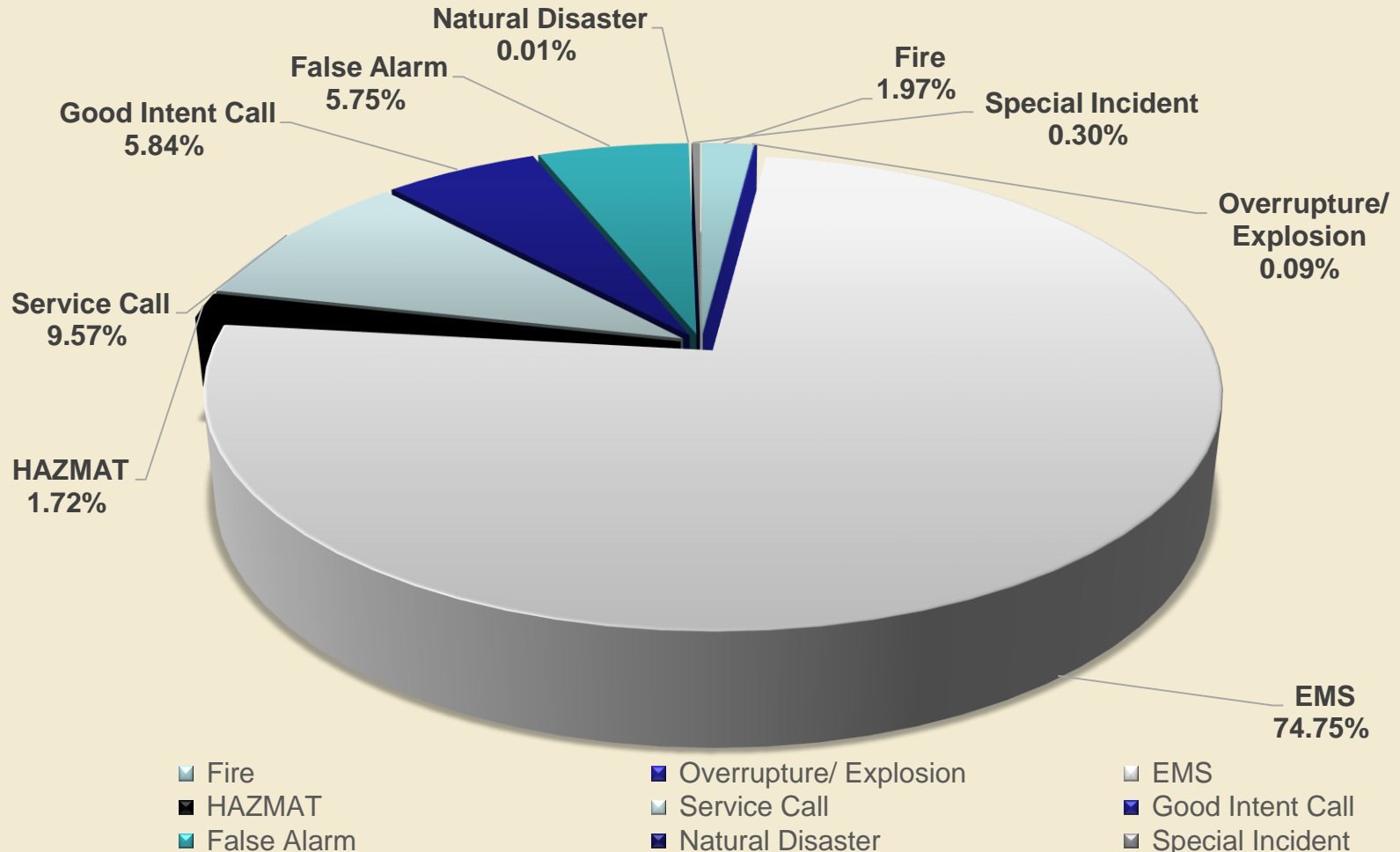
Fire	618
Over rupture/ Explosion	28
EMS	23,413
Hazardous Materials	538
Service Call	2,998
Good Intent Call	1,829
False Alarm	1,800
Natural Disaster	3
Special Incident	95
2021 Total	31,322

2021 Incidents



Rockford Fire Department

2021 Incidents



Rockford Fire Department

Vacant Building Fires

Structure Type	2016	2017	2018	2019	2020	2021
Commercial	2	11	7	11	7	5
Residential	32	23	23	13	16	12
TOTAL	34	34	30	24	23	17

Building Status	2016	2017	2018	2019	2020	2021
Vacant and Unsecured	14	14	7	11	9	2
Vacant and Secured	20	20	22	13	14	15
TOTAL	34	34	30	24	23	17

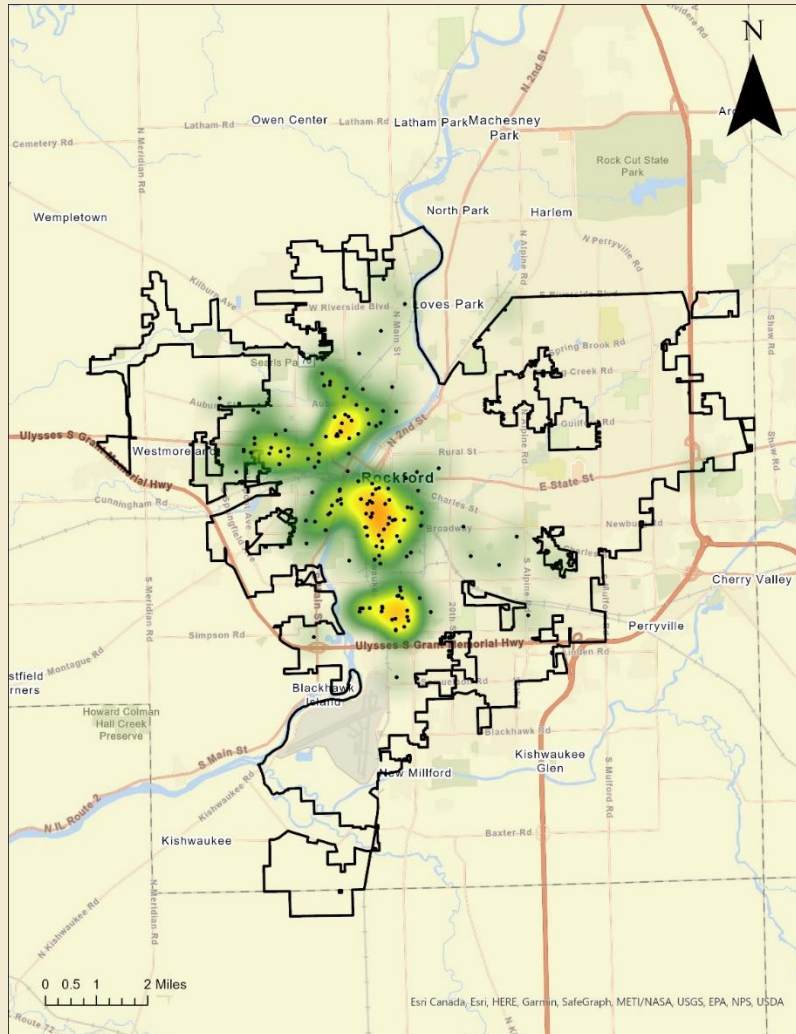
An estimated \$4,438,550.00 in loss from 2016-2021
in Vacant Building Fires in Rockford.

Rockford Fire Department

Vacant Building Fires

Hot Spot Map

- Total vacant building fires 2016-2021

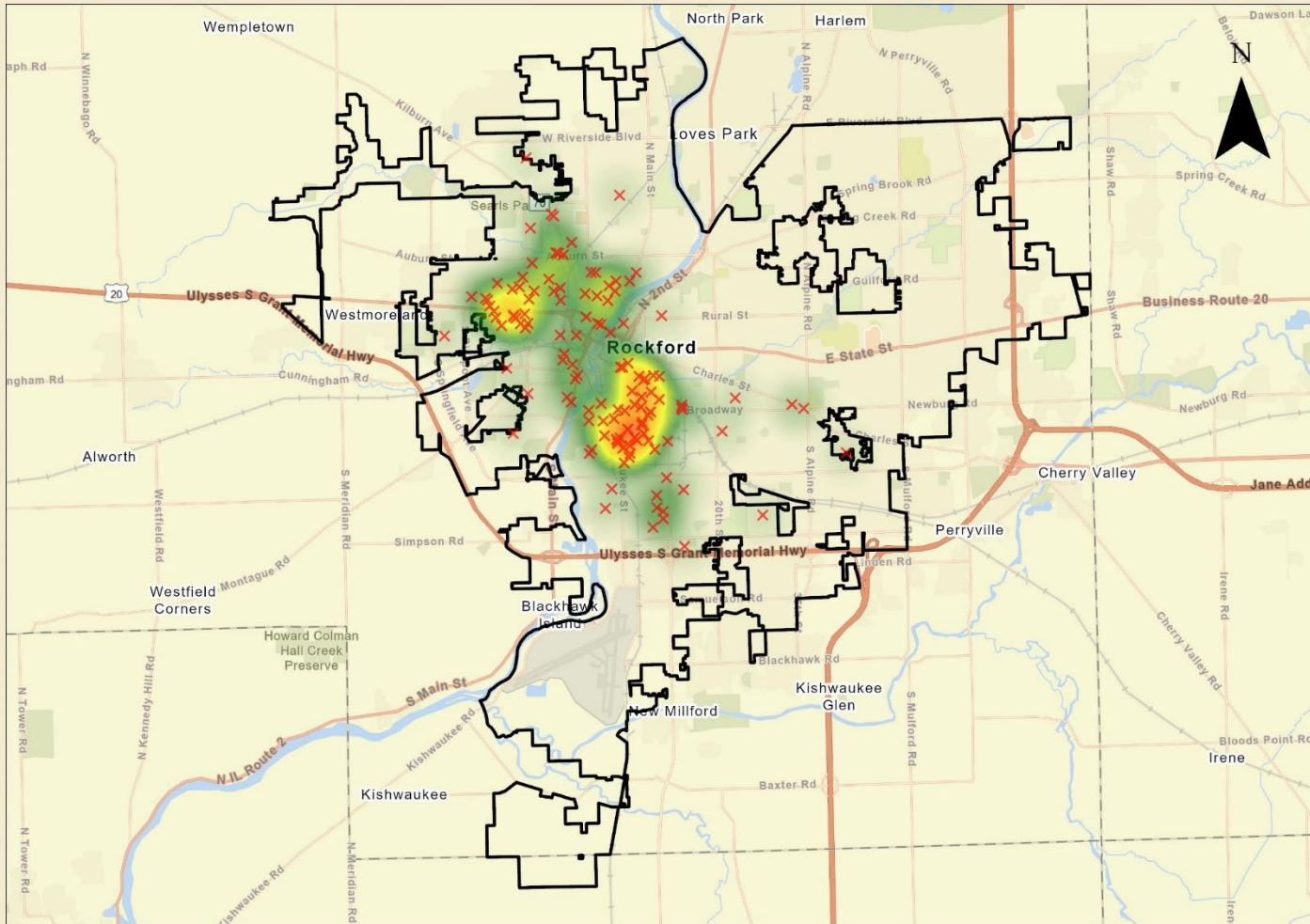


Vacant Building Fires 2016-2021



Rockford Fire Department

Red X Properties



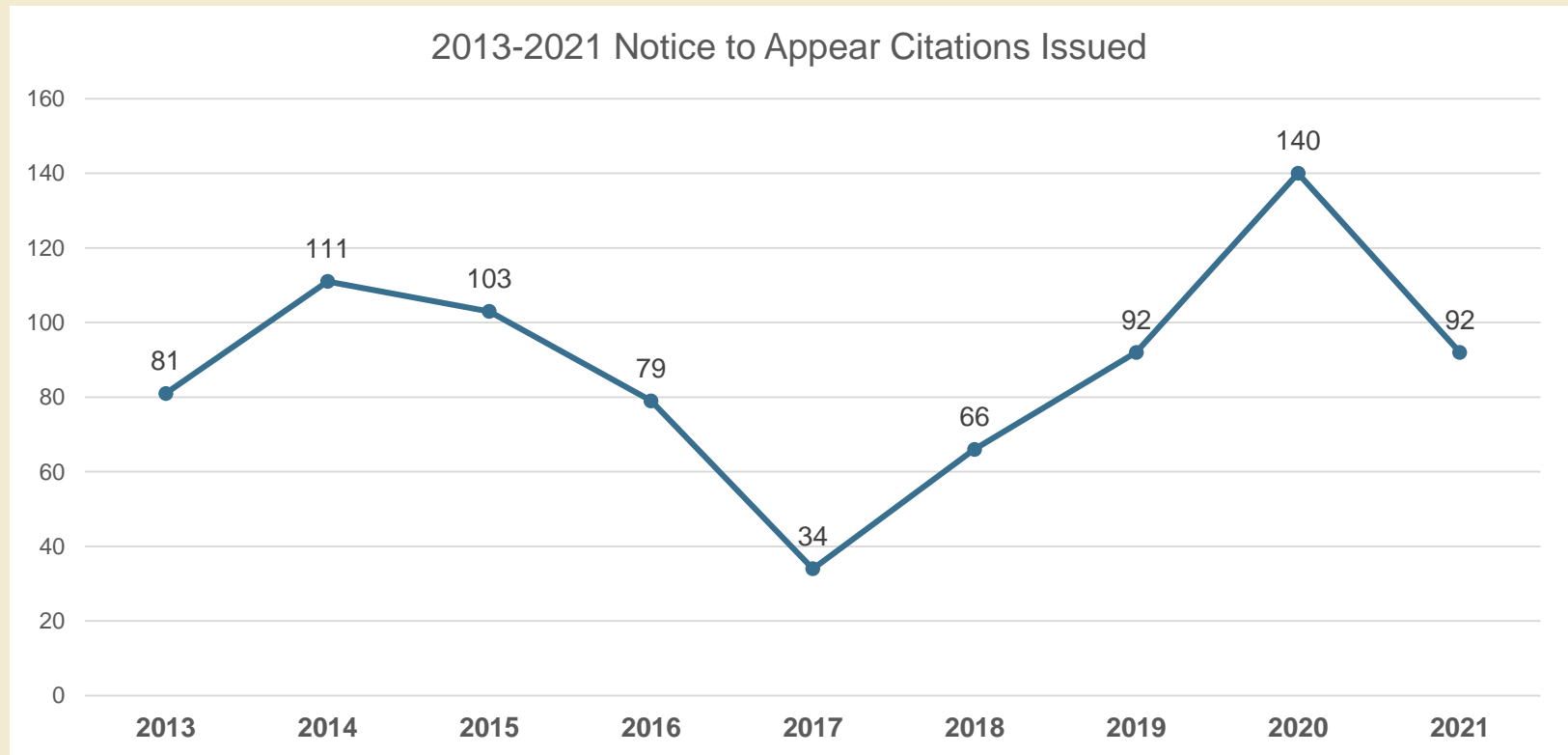
- 135 total properties with Red X Signage

RED X PROPERTIES

Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, Esri, NASA, NGA, USGS, Esri Canada, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA

Rockford Fire Department

Open Burning Incidents



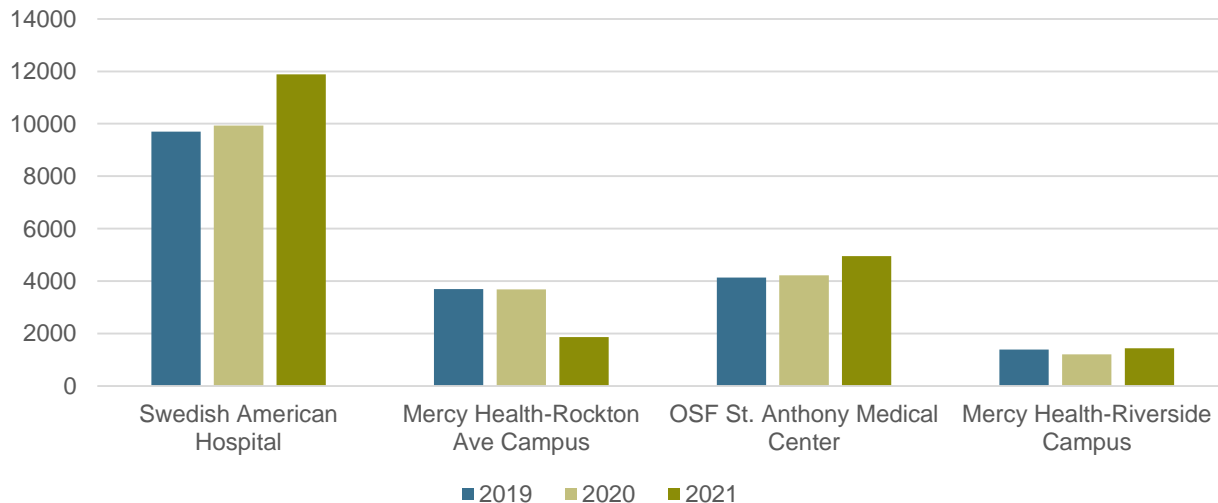
Since 2013, 798 Notice to Appear tickets have been written by fire investigators

Rockford Fire Department

Ambulance Transports

Hospital	2019	2020	2021
Swedish American Hospital	9,701	9,928	11,881
Mercy Health-Rockton Ave Campus	3,692	3,680	1,860
OSF St. Anthony Medical Center	4,136	4,223	4,948
Mercy Health-Riverside Campus	1,393	1,205	1,432
Total	18,922	19,038	20,122

2019-2021 Hospital Transports

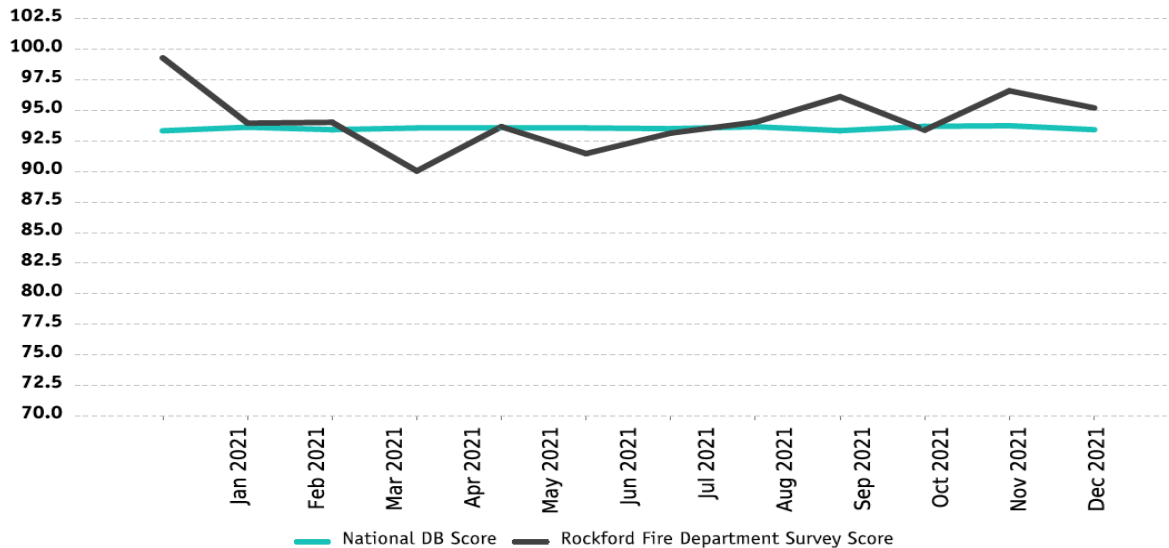


Rockford Fire Department

EMS Customer Service Surveys

2021 Executive Summary

Monthly Overall Survey Score



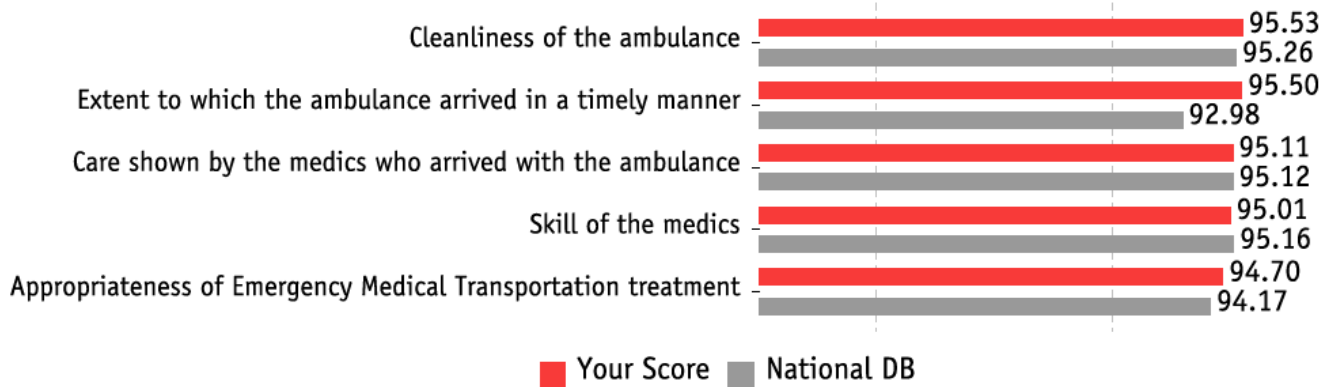
- **692** patients returned a questionnaire between 1/1/2021 and 12/31/2021
- Overall mean score was **93.43**, **+1.16** points **HIGHER** from the previous period's score of **92.27** (**192 Organizations & 82,530 Patients in Database**)
- Ranked **11th** for comparably sized departments in the system
- **79.39%** of responses were marked Very Good, the highest rating possible

Rockford Fire Department

EMS Customer Service Surveys

5 Highest Scores

5 Highest Scores

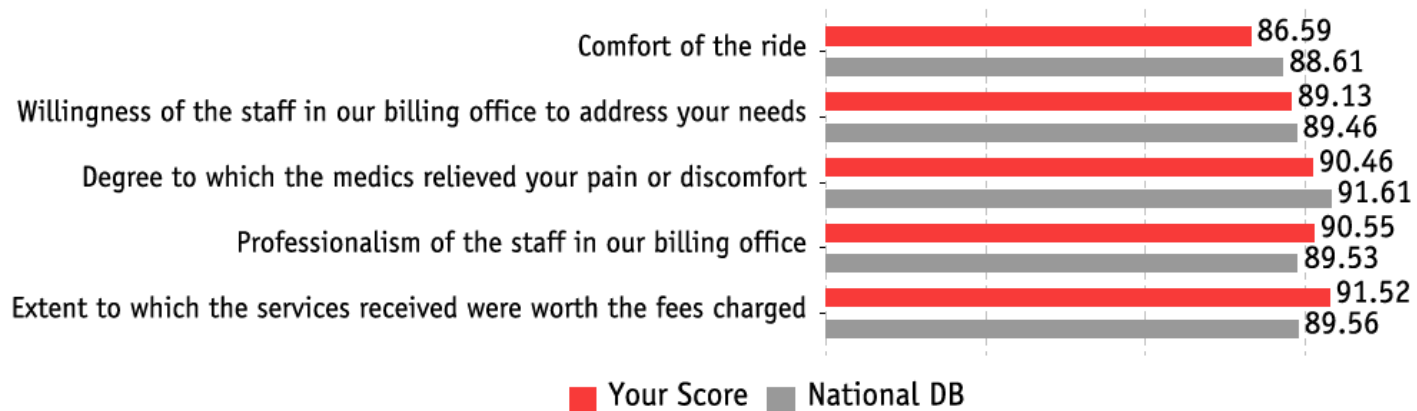


Rockford Fire Department

EMS Customer Service Surveys

5 Lowest Scores

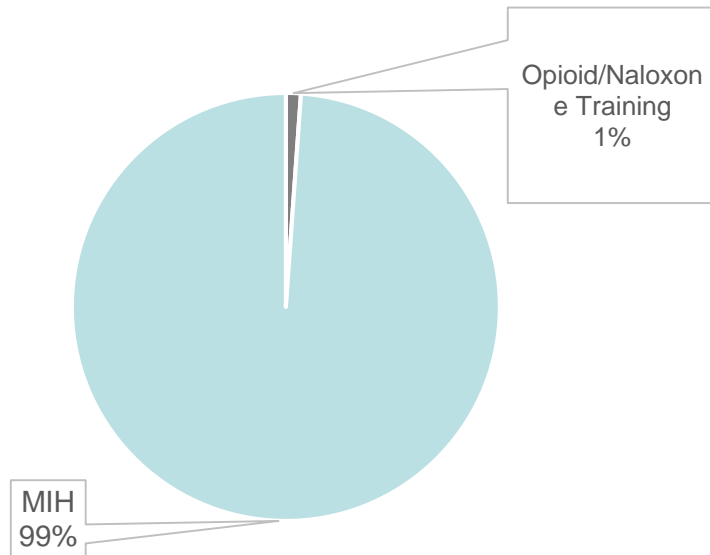
5 Lowest Scores



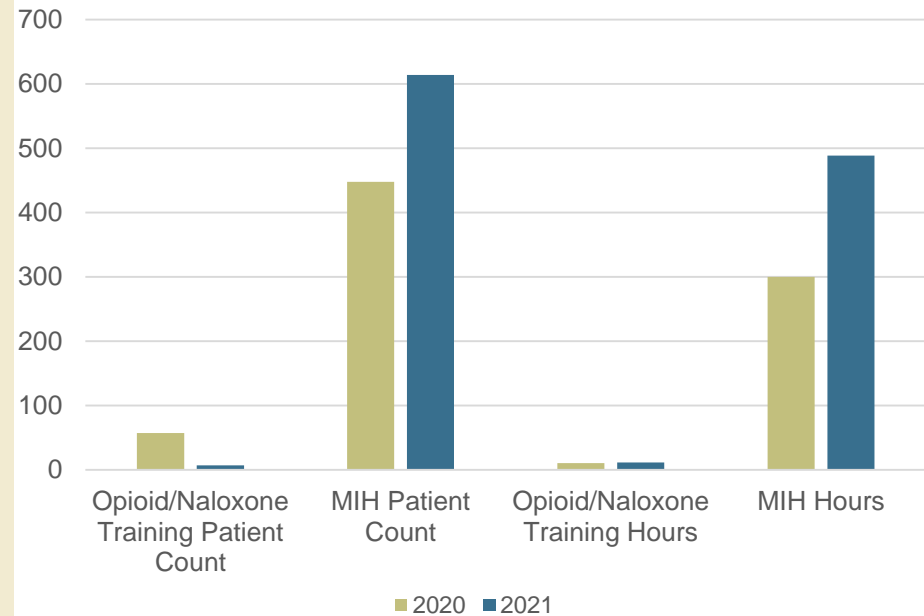
Rockford Fire Department

Mobile Integrated Health Visits

2021 Patients



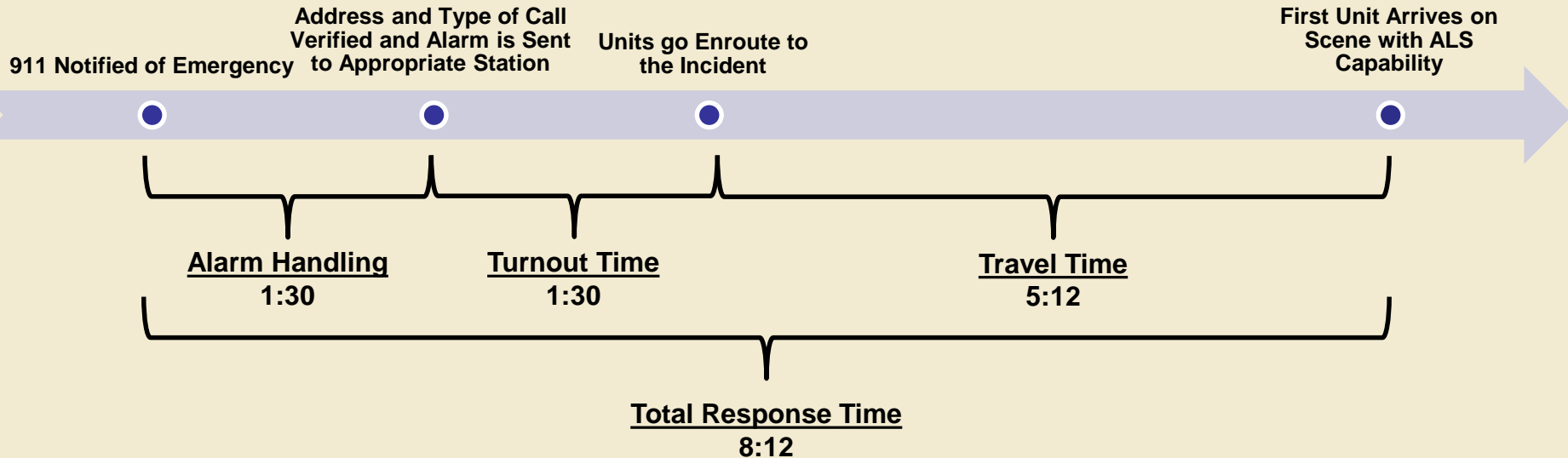
MIH Patients and Hours



2021 Mobile Integrated Health	Number of Patients	Staff Hours
Opioid/Naloxone Training	7	11:15:00
MIH	614	498:31:00
2021 TOTAL	621	509:46:00

Rockford Fire Department

Response Times



90 th Percentile Total Response Time	CPSE 90 th Percentile Standard	2021 Performance
	8:12	8:05

Rockford Fire Department

2021 Achievements

- Supported the City of Rockford and Winnebago County in pandemic response efforts
- Conducted a Comprehensive Community Risk Assessment
- Received dual re-accreditation from CPSE and CAAS
- Remodeled 911 Center
- Updated CAD System
- Expanded outreach and recruitment efforts

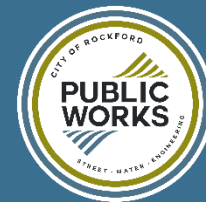
Rockford Fire Department

2021 Areas for Improvement

- Call volume reduction efforts
- Infrastructure improvements
- Pre-incident and inspection software implementation
- City emergency management course and training opportunities
- Streamlining processes (paperwork reduction efforts)



2021 OPERATIONS REPORT



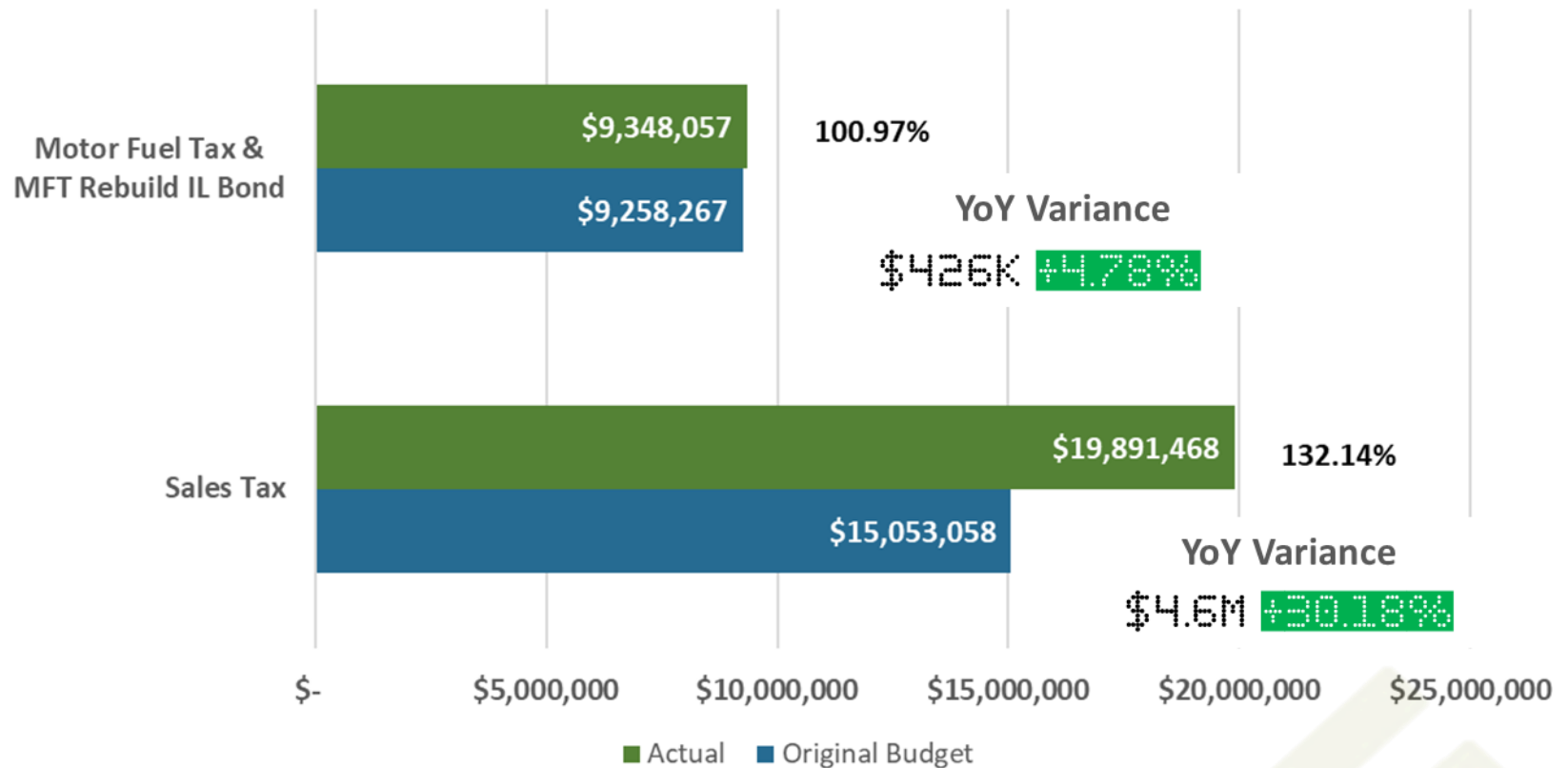
PW BUSINESS OFFICE

PRESENTED BY:
Michael Childers
PW Business Manager

FINANCIALS



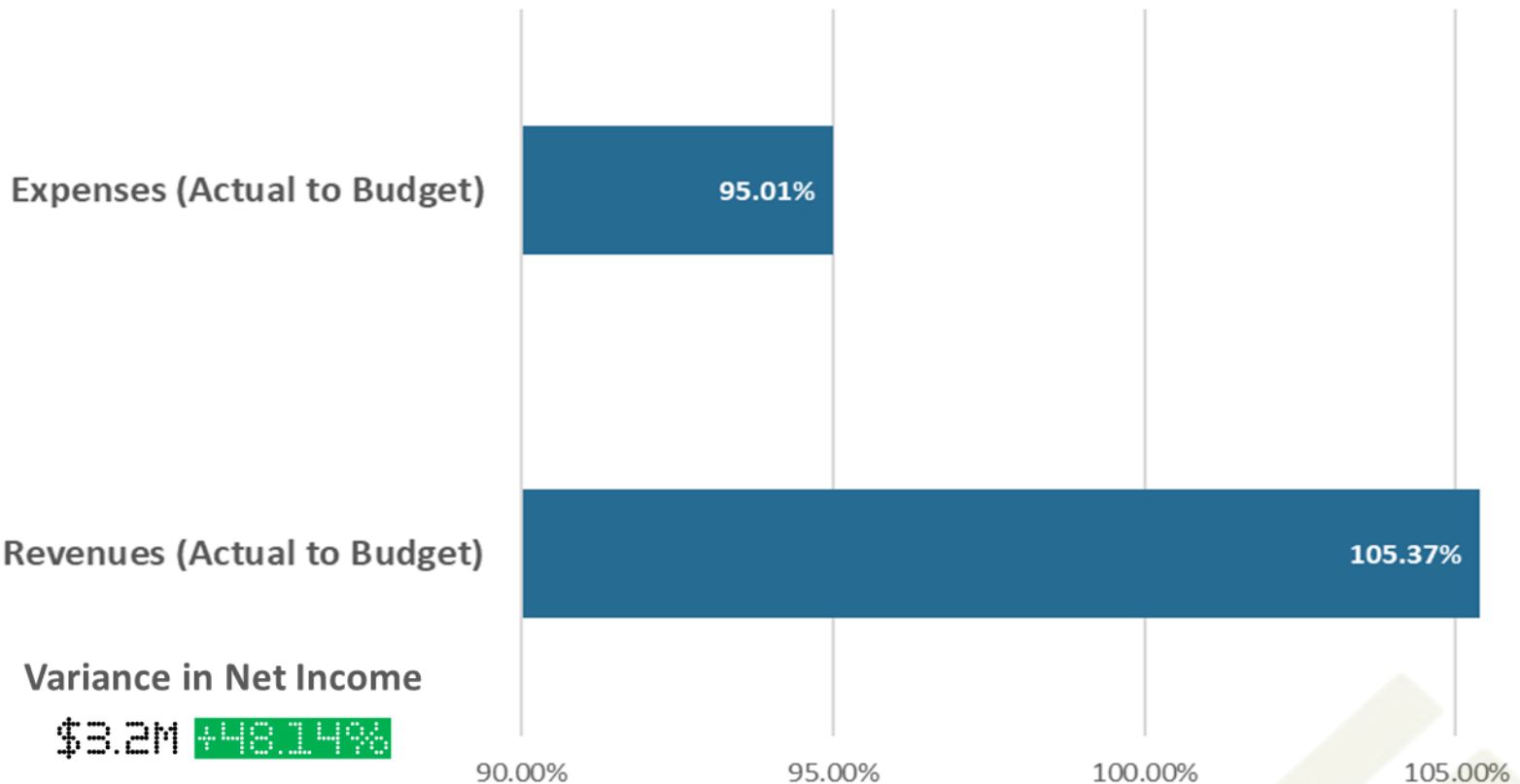
CIP Revenue Budget vs Actual (2021)

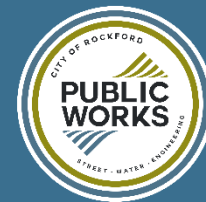


FINANCIALS



Water Revenues and Expenses (2021)





WATER Division

PRESENTED BY:
Jamie Rott, P.E.
Water Superintendent

DASHBOARD



Monthly Performance			2021 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2021 YTD Average	2020 YTD Average
Water Operations	Distribution	Emergency Repair Time (hours)	3.5	3.0	3.0	3.8	3.0	4.3	3.8	2.3	3.0	2.4	3.2	2.9	1.7	3.0	2.8
		% of Total Repairs That Are Planned	70%	67%	41%	88%	93%	97%	93%	93%	91%	88%	83%	80%	83%	83%	80%
		Total Work Orders	70	56	41	79	62	60	66	58	67	66	66	56	70	62	61
		Backlog of Non-Emerg Repairs	40	11	7	7	11	10	8	0	0	0	0	0	10	5	7
		# of Winter Backlog Jobs	60	12	7	7	11	8	8	13	13	10	0	0	0	7	17
		Water Main Flushed (mi)	40				9	52	15	7	0	8	71	42	33	Date Based Metric	Date Based Metric
	Field Services	Total Work Orders	1700	1318	1084	1798	1548	1468	1729	1722	1792	1589	1545	1454	1291	1528	1430
		Days Priority S/O Outstanding	30	8	10	16	12	17	13	11	12	13	5	26	7	13	9
		Backlog of Priority S/O	50	9	14	18	15	14	16	15	15	18	14	15	24	16	35
	Production	Service Pressure Excursions	45	21	28	28	13	23	23	10	5	34	5	3	8	17	21
		# of Water Quality Complaints	3	1	3	1	1	0	2	2	0	8	14	3	0	3	2
		MG Pumped	500	478	465	522	506	549	674	658	629	620	530	454	480	547	510
		% Design Demand	100%	86%	88%	87%	86%	89%	78%	88%	92%	87%	85%	95%	92%	88%	96%
	Financial	Total Amt Past 30 Days Due as % of Revenue	2.5%	3.8%	4.0%	3.5%	3.3%	3.3%	3.4%	3.2%	3.2%	3.3%	3.3%	3.6%	3.4%	3.4%	3.0%
		Operating Revenue, % of Plan	95%	108%	103%	102%	102%	104%	104%	107%	107%	106%	106%	106%	105%	105%	100%
		Number of New Water Accounts	5	0	5	9	9	8	5	2	4	4	14	3	3	6	8

- 7% **Increase** in Water Production
- \$11.5MM+ Investment in Water CIP
- \$88,500+ Water Bill Assistance provided (202 customers)

- 382 Lead Service Lines Replaced
- 18.5% **Increase** in Lab Analyticals
- 3 Wells Rehabilitated
- 4 Currently in Process

Water Division

“ The Work Never Stops....



Water Division

....and Neither Do We"



#newtechnology



#treatmentplant



#wmreplacement



#WellRehab

ACHIEVEMENTS



- 💧 United Way Summer Program
- 💧 IEPA SRF Lead Service Line Replacement Program
- 💧 250 Miles of Acoustic Leak Detection
- 💧 Well 39 Treatment Facility (Design)
- 💧 Edgebrook Phase 1, 2, and 3 Water Main Replacement (Construction)
- 💧 Edgebrook Phase 4 Water Main Replacement (Design)
- 💧 East State Street Water Main Relocation (Construction)
- 💧 West State Street Water Main Relocation (Construction)
- 💧 Welty Avenue Water Main Replacement (Construction)
- 💧 22nd Ave & 10th Street Water Main Replacement (Construction)
- 💧 5th Street Water Main Replacement (Construction)
- 💧 Well 13 and Well 31 HMO Room Buildout (Construction)
- 💧 Well 29 & 45 Filter Vessel Repairs (Construction)
- 💧 ZCV 6 and 7 Serviced and Valves Rebuilt
- 💧 Reservoirs at Well 9, 22, 23, and 45 Inspected & Cleaned
- 💧 Implementation of Data Management Software

Water Division

2022 Goals



- 💧 Well 39 Treatment Facility (Construction)
- 💧 Well 34 Treatment Facility (Design & Construction)
- 💧 West Jefferson Street Water Main Replacement & Lining (Construction)
- 💧 Auburn Street CCDD Facility Closure (Pending EPA Approval)
- 💧 Well 5 Filter Vessel Repairs (Construction)
- 💧 Well 22 Reservoir Repairs
- 💧 Well 6, 9, 10, 30, 31, 39, 43 and 45 Well Rehabilitations
- 💧 Well 42 HMO Room Buildout
- 💧 Cost of Service Rate Study
- 💧 IEPA SRF Lead Service Line Replacement Program
- 💧 Develop Facility Management Plan
- 💧 Develop Meter Replacement Program
- 💧 Continue to Reduce Water loss through leak detection, master meter validation and large meter testing
- 💧 Hydrant Replacement and Valve Assessment & Replacement Program



STREET Division

PRESENTED BY:
Mitch Leatherby
Street Superintendent

DASHBOARD



		2021 Avg Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVE.
Street Operations	Potholes Patched	5000	4056	3468	15059	7919	5624	4384	3509	3877	3301	2723	2072	1665	4805
	Arterial Pothole Req. - % Completed <= 10 Days	90%	100%	100%	100%	100%	100%	95%	98%	96%	100%	100%	100%	100%	99%
	Res. Pothole Req. - % Completed <= 30 Days	90%	93%	100%	98%	100%	100%	100%	99%	96%	99%	100%	100%	99%	99%
	#Trees Trimmed	200	144	63	177	124	151	100	119	68	85	145	157	120	121
	#Trees Removed	50	42	1	85	27	53	13	22	28	5	1	3	7	24
	#Trees Planted	36				0	310	0			0	0			310
	Forestry Requests	100	6	7	57	100	126	170	174	352	104	141	52	57	112
	Sweeping (mi)	200			113	318	383	123	135	48	371	324	169		220
	Inlet & Storm Line Cleaning	30				40	28	21	22	49	34	52	21	6	30
	Total Requests	500	71	148	439	359	401	343	362		308	301	182	236	286
	Total Unresolved Requests	250	26	57	50	40	51	58	57	60	36	34	32	30	44
Traffic Operations	% Signals Repaired Compared to Reported	95%	97%	97%	99%	100%	98%	99%	99%	99%	99%	100%	100%	98%	99%
	% Signals Replaced Compared to Reported	95%	50%	66%	75%	100%	80%	100%	100%	100%	100%	100%	100%	85%	88%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	99%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% Sign Repaired/Replace to Reported	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

ACHIEVEMENTS



2021 Divisional Highlights

Street / Forestry Section

- 310 Parkway Trees Planted vs 287 Trees Removed
- 1,495 Parkway Trees Pruned
- Arbor Day Community-Wide Tree Giveaway – 180 Trees Provided
- 130 Roadway Storm Water Structures Rebuilt / Repaired
- 12,864 ft. of Underground Lateral Storm Lines & Mains Cleaned
- Pothole Patching Requests For Service Response Time Improvement Compared To 2020
 - 91% of Arterial Pothole Patching Requests Completed Within 10 Days Or Less
 - 96% of Residential Pothole Patching Requests Completed Within 30 Days Or Less
 - Year End 2021 – 57,357 potholes patched using 1,111 Tons of patching material
- 4,537 Citizen Requests for Services within the Street / Forestry Sections
- Snow & Ice
 - 2021 1st Half
 - 20 Snow/Ice Events During January - February Requiring City Deployment.
 - 9,799 Tons of Salt Applied
 - 5 Contracted Plowing Events In Residential Neighborhoods
 - 1 Hauling Operation In The Downtown Central Business District
 - 2021 2nd Half
 - 2 Snow/Ice Events In December Requiring City Deployment
 - 850 Tons of Salt Applied



ACHIEVEMENTS



2021 Divisional Highlights

Traffic Section

- All Monthly Service Response Time Goals Met In The Traffic Signage Section
- E. State St. Roadway Lighting Project Completed By The Traffic Signal & Lighting Crew. A Total of 93 New Decorative Lighting Structures With 26 Sidewalk Lights Were Installed.
 - Completion Of This Project Internally By City Staff Resulted In \$250,000 Cost Savings To The City CIP
- Continual Street Light Shroud Paint Restorations – 87 Shroud Bases Refurbished Throughout Multiple Corridors City-Wide



Property & Equipment Section

- Watch Factory Roof Replacement Project Completed
- City Hall South Sidewalk Improvements Completed
- Enhanced Security Measures Implemented In The City Hall Lobby And Within City Council Chambers
- Began Coronado Theatre Exterior Façade Maintenance / Repair Work
- 911 HQ Interior Remodeling Work
- City Yards Improvements
 - Relocated Property Maintenance Shop
 - Began Central Supply Office Relocation / Renovation
- Shepherd Trail Evidence Facility Preparation and Relocation of Structures From Public Safety Building To Shepherd Trail Site
- Successful Pilot Vehicle Leasing Program With Enterprise Fleet Management
 - Revenue Gained On The Sale of Each Vehicle Through A Short Term Open-Equity Leasing Model On Specific Vehicle Categories Identified City Staff



AREAS OF IMPROVEMENT



- Continue To Stay On Pace With Citizen Requests To Patch Potholes And Address Forestry Requests In A Timely Manner
- Improve Service Capabilities By Continued Modernization of City Facilities, Vehicles, Equipment, and Technology
- Continue To Identify Joint Purchasing Collaboration With Nearby Municipalities
- Invest And Integrate Web-based Databases And Additional Portable Tablets Into Field Operations



ENGINEERING Division

PRESENTED BY:
Timothy Hinkens, P.E.
City Engineer

DASHBOARD



Monthly Performance		2021 Monthly Target	Jan	Feb	Mar	Apr	May	June	July	August	Sept	Oct	Nov	Dec	YTD
ROW/Development/Stormwater	# of Site Plans Reviewed	7	2	3	11	21	29	21	24	33	23	26	12	4	157
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Development Plans Reviewed	1	1	0	2	0	1	0	0	0	0	0	0	0	3
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of ROW/DWY Permits Issued	100	91	90	127	194	296	196	192	247	229	168	108	154	2092
	% of ROW/DWY Permits Issued in 1 day	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	ROW/DWY Permits Closed	100	0	1	0	213	260	193	221	203	205	118	206	208	1828
	ROW/DWY Permits Still Open	700													1395
	Detention Basins Inspected (odd years)	60				21	44	56	78	95	88	60	35	2	479
	Detention Basins Requiring Follow-up (odd years)	9				NA	NA	NA	0	0	2	1	2	4	9
	Industrial High Risk Inspections On-Site	9	4	5	5	5	6	15	20	14	1	0	3	0	78
	Erosion Control Inspections On-Site (5 Winter; 25- S/S/F)	0	10	7	18	20	41	23	29	16	19	5	13	1	202
	New Illicit Discharge (IDDE) Investigations	1	1	0	1	1	0	2	0	3	1	1	0	1	11
	IDDE Investigations w/in 72 hrs	8	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	NA	8	8	8	8	8	8	8	8	8	8	8	8	
	Stormwater Samples Taken (15-Sp; 15-F; 40 Trib)	3		10	13	2	10	0	0	10	0	15	10	0	70
	SWPPP Reviews	20	7	0	12	21	29	16	16	42	24	30	9	5	211
	Stormwater Service Requests	50%	5	9	17	22	21	14	19	90	19	19	6	6	247
	SW Requests Generated Proactively (>50% of Total)	50%	1	0	3	1	4	8	7	10	2	1	1	3	41
	SW Requests Generated Reactively (<50% of Total)	100%	4	9	14	21	17	6	12	80	17	18	5	3	206
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Request	1.00	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Street Sweeping (mi)		0	0	112.8	317.8	382.7	122.6	135	48	371.1	323.8	169.2	0	1983

Engineering Division

Special Events and Permits Accomplishments



- Reviewed 52 special event applications and fostered through the City Council process
- Administered 20 Outdoor Dining permits based on COVID/CDC/IDPH protocols
- Coordinated with community partners on City Market, Independence Day and Stroll on State celebrations
- Reviewed, issued, and inspected the first Small Cell Wireless applications
- Began meetings with SyFy Fiber group and provided many GIS files for their design phase for the Rockford area
- Worked with Street Division to place City-owned tables in downtown locations to assist the businesses with expanded outdoor dining areas
- Coordinated with RACVB for sculpture replacements downtown and for their CRE8IV mural initiative
- Issued 2,092 Right of Way and Driveway Permits; Inspected and closed 1,828 of those permits

Engineering Division

GIS by the numbers



WATER

45 WATER SERVICE
QUOTES

66 Water
Applications

1500 SERVICE
LINE MATERIALS
UPDATED

38k WATER
FEATURE EDITS

12 WATERMAIN
PROJECTS



STORMWATER

1258 STORM
STRUCTURES EDITED

356 ENGINEERING
SERVICE REQUESTS

1258 OUTFALLS
EDITED

500 SPECIAL
FEATURES/FITTINGS
ADDED



TRANSPORTATION

INTERACTIVE CIP
MAP ✓

800 STREET
SIGNS UPDATED

659
STREETLIGHTS

UPDATED

GPS ASSET
COLLECTIONS: 2,127

126 SIDEWALK
SEGMENT EDITS



Engineering Division

ArcGIS Online Projects



Outfall Inspection Application - Developed and Implemented app using ESRI field apps (Collector for ArcGIS, Survey123) that allowed the Storm Water team to perform outfall inspections from their cell phones. Once an inspection was submitted from the field would send out an emailed report with photos to the storm water team. A dashboard was created which works in near real time to track inspections, high priorities and any follow ups needed. It was reported that it used to take 15 minutes per outfall inspection in field with paper inspections and was reduced down to 4 minutes per outfall inspection.

Sidewalk Repair Application – Developed and implemented field app using ESRI Collector for ArcGIS. This app allowed the Sidewalk program manager to perform all sidewalk inspections and enter 100% requests from the field and share to office staff using a dashboard.

Hydrant Painting Dashboard – This dashboard allows the water department to track/monitor Hydrants that have been painted in the last five years. It can also track hydrants being painted in near real-time.

Basin Inspection Application - Developed and Implemented app using ESRI field apps (Field Maps for ArcGIS, Survey123) that allowed the Storm Water team to perform Basin inspections from their cell phones. Once an inspection is submitted from the field will send out an emailed report with photos to the storm water team. A dashboard was created which works in near real time to track inspections, and any follow ups needed.

Stream Bank Erosion Application – Developed and implemented field app using ESRI Field Maps for ArcGIS. This app allows the Storm Water team to collect locations of stream bank erosion while performing outfall inspections.

Engineering Division

2021 Stormwater Accomplishments



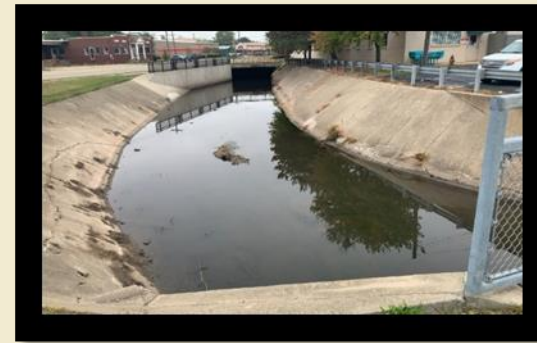
- Annual Report completed and submitted
- Gregory Heights Phase 1 Drainage Improvements completed; Phase 2 to be completed in early 2022
- Phase 1 of Alpine Dam completed; Phase 2 scheduled for 2022 pending IDNR approval
- Stormwater staff completed 479 detention basin inspections
- City of Rockford was approved for enrollment in FEMA's Community Rating System which allows residents to receive a 15 percent discount on premiums for flood insurance
- Completed several small drainage projects and removed nearly 1,400 tons of sediment and debris from channels and basins
- Began engineering for Harmon Park Drainage improvements Phase 8
- Met all annual goals indicated in the stormwater master plan

Engineering Division

2021 Stormwater Accomplishments



Hunter Ave. concrete channel cleanout before



Hunter Ave. channel cleanout after



Gregory Heights Phase 1 during construction



**Gregory Heights Phase 1
after**

Engineering Division

Stormwater Yearly Basin Review Comparison



Inspection Year	Total Number of Basins	No Maintenance	Minor Maintenance	Intermediate Maintenance	Major Maintenance
2011	223	34 (15.2%)	110 (49.3%)	68 (30.5%)	11 (5%)
2013	383	166 (43.4%)	94 (24.5%)	105 (27.4%)	18 (4.7%)
2015	463	75 (18.2%)	170 (41.3%)	167 (40.5%)	1 (0.1%)
2017	439	214 (48.8%)	159 (36.2%)	66 (15%)	0
2019	472	162 (34.4%)	175 (37.2%)	133 (28.3%)	2 (0.1%)
2021	479	176 (36.74%)	254 (53.03%)	48 (10.02)	1 (0.21%)

Engineering Division

2022 Stormwater Goals



- Completion of Phase 2 of Alpine Dam rehabilitation
- Completion of Phase 8 of Harmon Park Drainage Improvements
- Completion of Phase 2 of Gregory Heights Drainage Improvements
- Completion of Buckbee Channel Bank stabilization project
- Repairs to Buckbee concrete channel west of 7th St.
- Inspect 70 miles of creek for stream bank erosion and 1,297 outfalls
- Continue with industrial and construction site inspections
- Extra inspections to be completed due to increase in staffing for 2022

Engineering Division

Traffic and Development 2021 Accomplishments/2022



2021 Accomplishments

- Facilitated 11 traffic commission meetings via zoom, that reviewed 92 requests from Aldermen and Citizens
- Conducted and analyzed 57 speed studies regarding speeding complaints from Aldermen and Citizens
- Completed 35 traffic counts
- Completed 29,070 linear feet (5.5 miles) of thermoplastic striping
- Began first year of the City of Rockford Bikeway Implementation Study
- Reviewed and worked with developers for approval on 157 site plan submittals

2022 Goals

- Pavement marking contract out to bid by end of March 2022
- Continue to improve process flow of developments and site plan submittals to ensure a timely turn around
- Continue working on the City of Rockford Bikeway Implementation Study
- Work with RRDP to install new bike racks downtown

Capital Improvement Program

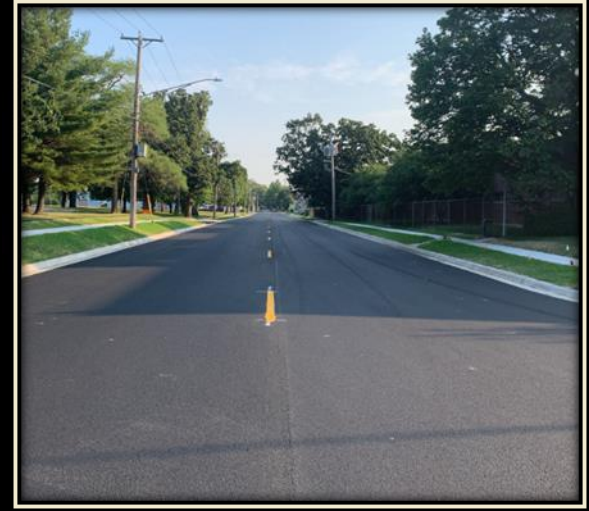
2021 Projects/Accomplishments



Christina Street Reconstruction

This project consisted of the reconstruction of Christina St. from 18th Ave. to 15th Ave. including new sidewalk along the east and west side of the street and the installation of new ADA compliant curb ramps at the intersections. This is the 3rd phase of a plan to resurface/reconstruct the streets around the Rockford Public Schools Bus Depot.

This project was part of our Commercial and Industrial Street Repair Program in the City's
FY 2021-2025 Capital Improvement Program



Capital Improvement Program

2021 Projects/Accomplishments



Seminary Street Bridge over Keith Creek

The Seminary Street bridge over Keith Creek deteriorated to the point of needing replacement. This structure was load posted and in close proximity to several access points to Behr Iron & Metal in a largely industrial and commercial area, which has a high volume of large commercial vehicles. The new structure allows more efficient movement of these large commercial vehicles in this area. Pedestrian facilities will be carried through the structure on either side. The approach pavements along Seminary Street were in poor condition and were also resurfaced as part of the project.

This project was done as part of the City's Highway and Bridge Repair and Replacement program in the FY 2021 – 2025 Capital Improvement Program.

Before



After

During



Capital Improvement Program

2021 Projects/Accomplishments



Sandy Hollow Road Reconstruction

This project consists of the reconstruction of Sandy Hollow Road from 9th Street to Kishwaukee Street, including new storm sewer, a new multi-use path on the north side, and new sidewalks on the south side of the roadway. In the summer of 2022 OmniTrax (Illinois Railway) will make improvements to the existing substandard rail crossing within the project limits. These upgrades will include repairs to the railroad tracks through the roadway, new signals in the roadway, and new signals at the sidewalk and multi-use path crossings.

This project was done as part of the Capital Roadway Improvement program in the 2021-2025 Capital Improvement Program.

Before



After

During



Capital Improvement Program

2021 Projects/Accomplishments



Gregory Heights Drainage Phase 1

Phase I will accommodate a 50-year rain event in the area surrounding the new detention basins. Phase II includes additional smaller detention basins and will remove the drainage bottleneck upstream from Phase I and is to be constructed in 2022. Once completed, the new conveyance system will be able to accommodate the 100-year rain event and mitigate the flooding issues experienced in the Gregory Heights subdivision.

This project was done as part of the Storm Water and Drainage program in the FY2021 – 2025 Capital Improvement Program.

Before



During



After



Engineering Division

2022 Goals



- Secure outside funding for infrastructure improvements through various grant opportunities
- Begin the West State Street Phase II Improvements construction
- Implement a downtown streetscape plan
- Implement the 2022-2026 Capital Improvement Program (CIP)
- Implement strategic sidewalk gap connections and sidewalk maintenance objectives
- Integrate data-driven decision optimization technology (DOT) to create multi-year, multi-constraint capital improvement plans
- Continue to make process improvements with the use of Collector for ArcGIS and Survey 123 apps
- Develop permit approval process for SiFi Networks submittals
- Continue to work with Utilities on ensuring proper restoration in the Right-of-Way

Head Start / Early Head Start

2021 Year in Review

Year in Review

534 - Head Start Funded Enrollment 3-5 Years of age

- 422** Children Served
- 374** Families Served
- 69** Two Parent Families
- 42** Homeless Families Served
- 73%** Average Daily Attendance
- 71%** Income Eligible Children Served at or below 100% of Federal Poverty guidelines
- 43%** of Head Start Children Received Medical Exams
- 34%** of Head Start Children Received Dental Exams
- 58** Children were enrolled in remote learning classrooms

Head Start Locations	Part Day 9 month Enrollment	Full Day 9 Month Enrollment	Full Day Full Year Enrollment
Beyer School	204	80	
Summerdale School	136	40	
Hand-n-Hand Child Care			34
YMCA			40

Year in Review

146 - Early Head Start Funded Enrollment Birth - 3 years old and pregnant women

- 184** Children Served
- 153** Families Served
- 36** Two Parent Families
- 16** Homeless Families Served
- 11** Pregnant Women Served
- 81%** Income Eligible Children Served at or below 100% of Federal Poverty guidelines
- 43%** of children were up to date on well child checks
- 62%** of Children completed an Oral Health Assessment

Early Head Start Locations	Enrollment
Hand-n-Hand Child Care	8
Home Based Services	114
Pace Center at Fairgrounds	24

Year in Review

34 - Early Head Start Child Care Partnership Funded Enrollment 6 weeks to 3 years of age

- 56** Children Served
 - 54** Families Served
 - 5** Two Parent Family
 - 81%** Average Daily Attendance
 - 59%** Income Eligible Children
- Served at or below 100% of Federal Poverty guidelines
- 18%** of children were up to date on well child checks
 - 27%** of children completed an Oral Health Assessment

Head Start Locations	Enrollment
Hand-n-Hand Child Care	18
Trinity Day Care	16

Funding For A Return to Full, Comprehensive Services

Head Start received additional funding to support a return to full in-person comprehensive services. The amounts were:

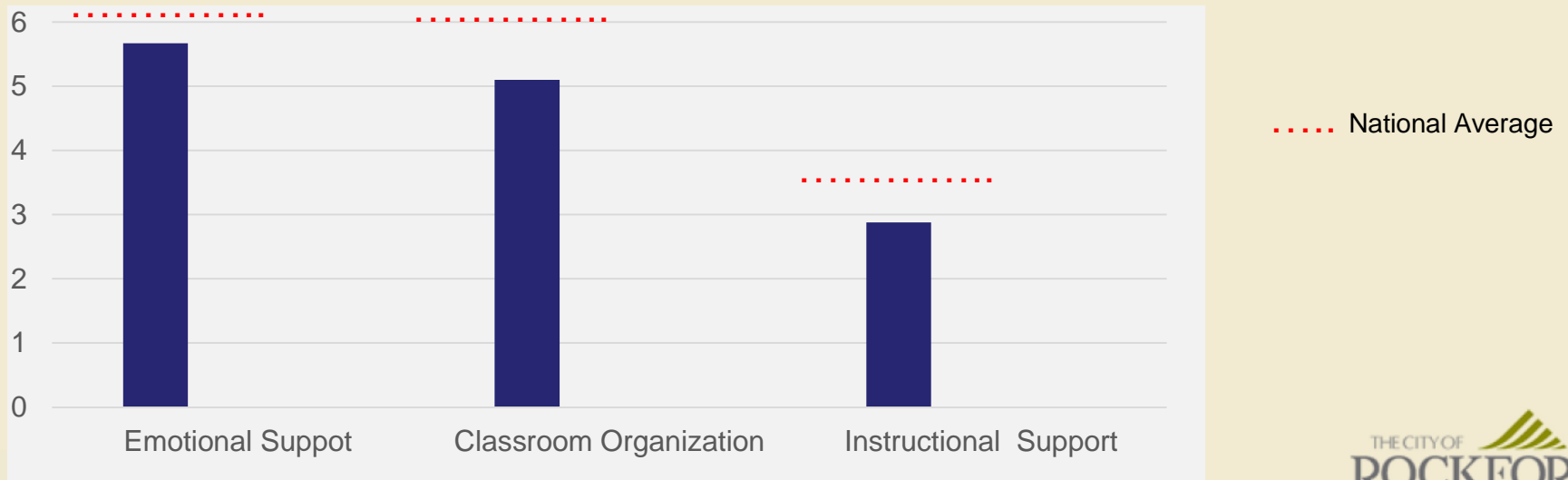
- American Rescue Plan (ARP) - \$854,301
- Coronavirus Response, Relief Supplemental Appropriations (CRRSA) Act- \$214,892

This funding is to support children and families and to invest in safe and high-quality early childhood learning opportunities for children as we continue to recover from the pandemic.

2020-2021 Class Assessment Scores

The Head Start Classroom Assessment Scoring System (CLASS) is an observation tool that focuses on the effectiveness of classroom interactions among teachers and children. These daily interactions promote children's social and cognitive development. Children thrive when teachers create nurturing, well managed settings and provide frequent and engaging opportunities to learn. Each Head Start Classroom is observed yearly and the scores are used to provide teachers with additional professional development including individual coaching and Peer Group Learning Communities.

CLASS data from the collaboration classrooms at Summerdale, Beyer, Hand n Hand Child Care and YMCA Children's Learning Center for this program year shows that the scores exceed the national average in Instructional Support, meet the national average in Emotional Support and are slightly below the national average in Classroom Organization. Additional training and teacher support will be provided to increase the CLASS scores for the next program year.



2020-21 Early Head Start Outcomes Data

Early Head Start program provides infants and toddlers with high quality early learning experiences using research based curricula and individualized activities. Progress toward child development outcomes is measured using the Hawaii Early Learning Profile (HELP) assessment tool. The tool includes several observable, sequential and developmentally ordered skills to track children's development in the following domains; Approaches to Learning, Social Emotional Development, Language and Literacy, Cognition and Motor and Physical Development.

Approaches to Learning – End of year data shows that 91% of enrolled infants and toddlers met the objectives in this domain.

Social Emotional Development – 93% of infants and toddlers were meeting or exceeding expectations measured in this domain.

Language and Literacy – At year end, 81% of children met or exceeded expectations for language and literacy.

Cognition – End of year data shows that 86% of infants and toddlers met or exceeded expectations in the Cognition domain.

Motor and Physical Development – 91% of children met or exceeded expectations measured in this domain.

2020-2021 Head Start Outcomes Data:

Head Start prepares children for kindergarten using a variety of teaching strategies and individualized learning activities. Progress toward kindergarten readiness is tracked using the outcomes data tool, the Early Learning Scale (ELS). The ELS uses observable indicators to track children's development in 5 domains; Math and Science, Social-Emotional/Social Studies, Language and Literacy, Physical Development, and The Arts.

Language: 62% of 3 year olds and 90% of 4 year olds met or exceeded expectation in spring 2021.

Math: 55% of 3 year olds and 86% of 4 year olds met or exceeded expectations in spring 2021.

Motor: 69% of 3 year olds and 97% of 4 year olds met or exceeded expectations in spring 2021.

Scientific Inquiry: 46% of 3 year olds and 71% of 4 year olds met or exceeded expectations. In spring 2021.

Social: 78% of 3 year olds and 95% of 4 year olds met or exceeded expectaions in spring of 2021.

Family Engagement

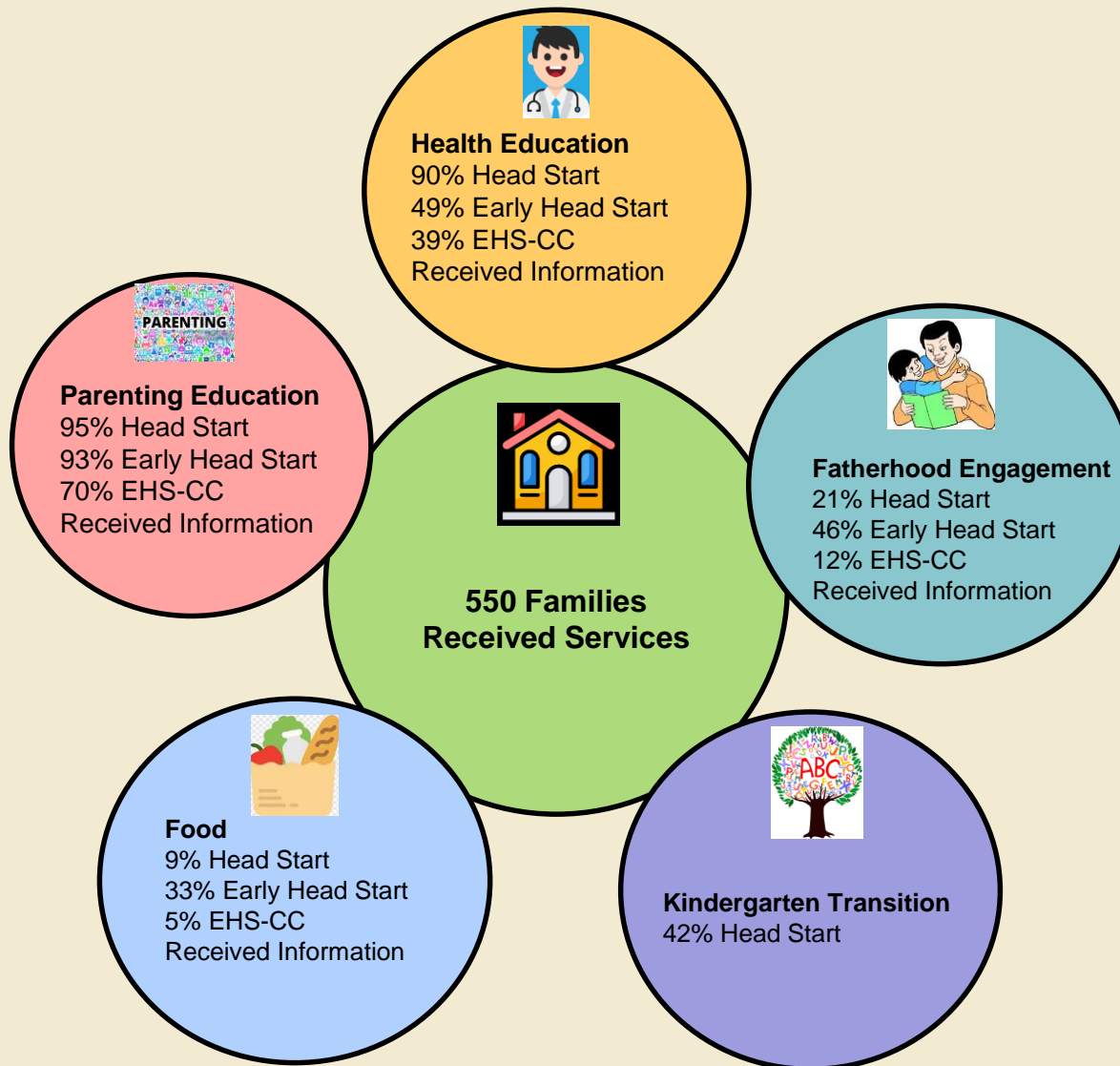
Family Support Specialists and Early Head Start Home Visitor Teachers partner with families to build positive and goal-oriented relationships and we provide or connect them with services designed to strengthen families.

Parent education and activities are provided per program option and site. Due to Covid-19, we have adapted our services for families by offering these educational opportunities and activities on a virtual platform and/or at a drive-thru.

Opportunities include but are not limited to Health & Wellness, Community Resources, Continuing Education, Job Training, Car Seat Safety, Parent Cafes, Dads' Group, Kindergarten Transition, and Parent/Child activities.

Families play a critical role in their child's developmental growth and academic success. Families collaborate with Head Start/Early Head Start staff to determine individualized family goals. Goals may focus on enhancing family well-being, promoting their child's school readiness, entering the work force, or continuing education.

Family Engagement



Head Start

Achievements

- Consolidated the Head Start/Early Head Start and Early Head Start-Child Care grants simplifying reporting
- Enrolled 58 children in remote classrooms, meeting parent requests due to COVID-19
- Collaborated with RPS to offer a summer program for children going on to kindergarten
- Implemented Parent Cafés
- Implemented Cooking Matters with 50 families participating
- Home Visits resumed in May 2021
- FA1 Federal Review occurred in March 2021 and there were no findings



Head Start

Areas for Improvement

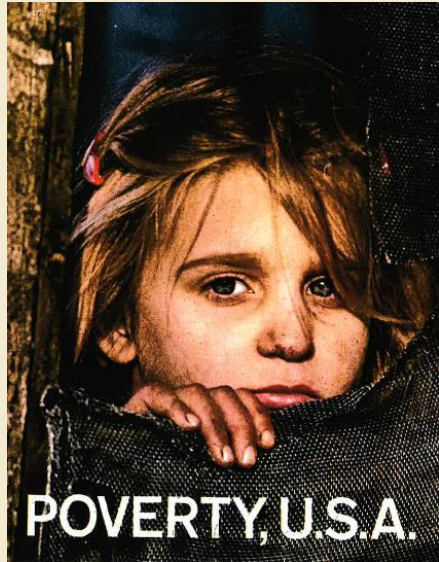


- Develop an effective recruitment plan to ensure full enrollment in all program options
- Collaborate with the community to address teacher shortages
- Address staff wages, shortages
- Complete strategic planning in preparation for a new grant period

Community Services

2021 Year in Review

Community Services Division



The purpose of a local Community Action Agency is to work towards ending poverty in the community they serve. This is a challenge that takes time, funds and the involvement of the entire community.

What we also do is address poverty citizen by citizen, working to alleviate the strain poverty places on human beings by offering targeted, locally developed programming. Our division addresses educational poverty, energy insecurity, the needs of the unhoused and precariously housed and food insecurity.

Community Services Division

Energy Insecurity

Energy insecurity addresses the fact that a low income person spends **4 times more** than an average household on utility costs. A household in poverty spends 8.1% of their income on utilities compared to 2.3 % of an average household.

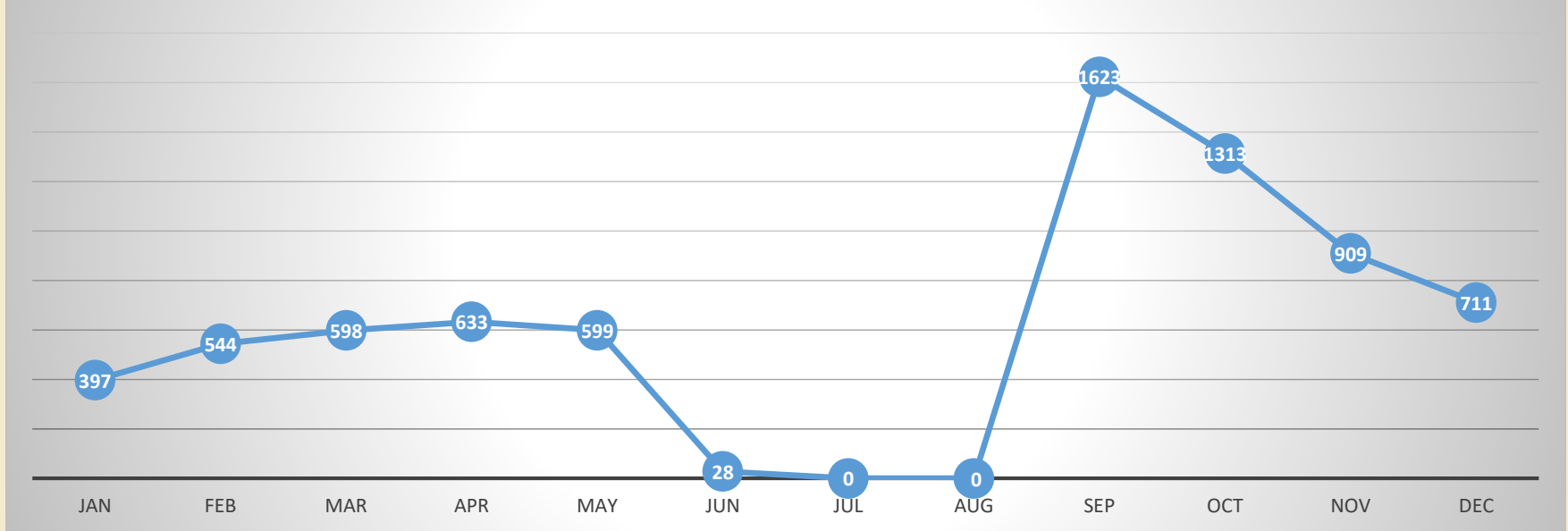
Our Low Income Home Energy Assistance Program (LIHEAP) serves an average of **9,500 residents** a year, many of them seniors and disabled on fixed incomes. Our program is one of the highest performers in the State of Illinois, reaching more residents than any community other than Chicago.

This year presented continued challenges as COVID forced us to continue the changes that we had implemented in 2020, which included ending outreach days and face to face appointments. In order to respond, we took all applications by phone using document upload features to obtain the documents we needed. To make sure everyone could apply, we also used fax, snail mail and set up a secure area off our lobby where we provided residents access to a copier and sealable envelopes so they could make copies if they did not have access to technology.

Community Services Division

Normally, LIHEAP runs from September to June, with the remaining months used to resolve and complete applications and prepare for the new year. This year there was a significant UDAP (Utility Disconnection Avoidance Program) implemented in the spring for LIHEAP participants. Over the last 4 years, getting bulk payments up to \$500 per utility to resolved their debt and avoid disconnection. Additionally supplemental payments of \$100 was added to the original benefit of every active applicant during the summer months. UDAP (Com Ed) paid 3863 accounts for a total of \$3.5 million. UDAP (Nicor) paid 1943 accounts for a total of \$1.3 million.

2021 LIHEAP Applications

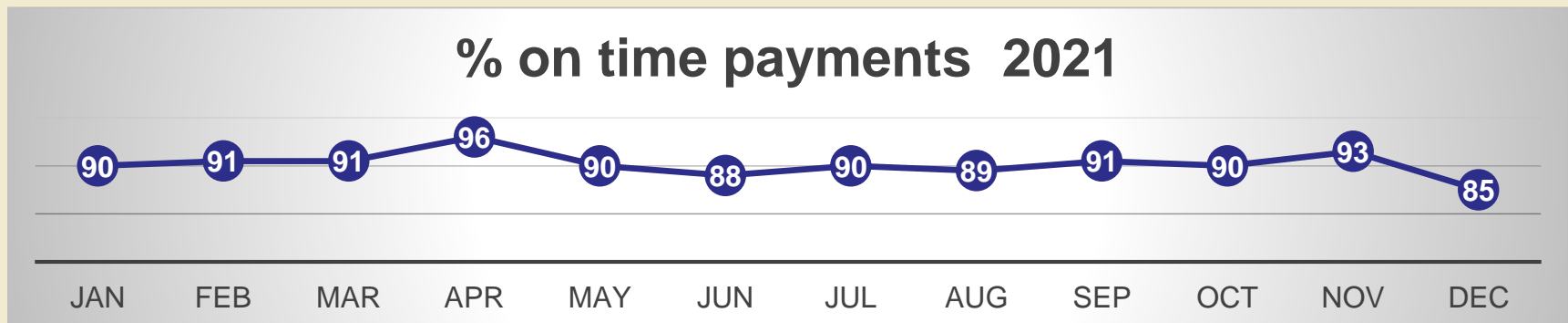


6,757 applications taken by year end

Community Services Division

In addition to LIHEAP, we also operate two other energy financial assistance programs. ComED Hardship allows households to apply for a one time payment averaging \$300.

We also offer the Percentage of Income Payment Program or PiPP. PiPP is truly designed to offset the disparity of how much a low income household pays for utilities. Each person in PiPP pays **6%** of their income monthly for their utilities and the PiPP program makes up the difference. PiPP participants who stay on track and pay monthly have 1/12 of any arrearage forgiven each month they pay on time. This program not only helps, it teaches good budgeting habits. We average **1,300 participants** in PiPP and it continues to grow as our funding has increased.



Community Services Division

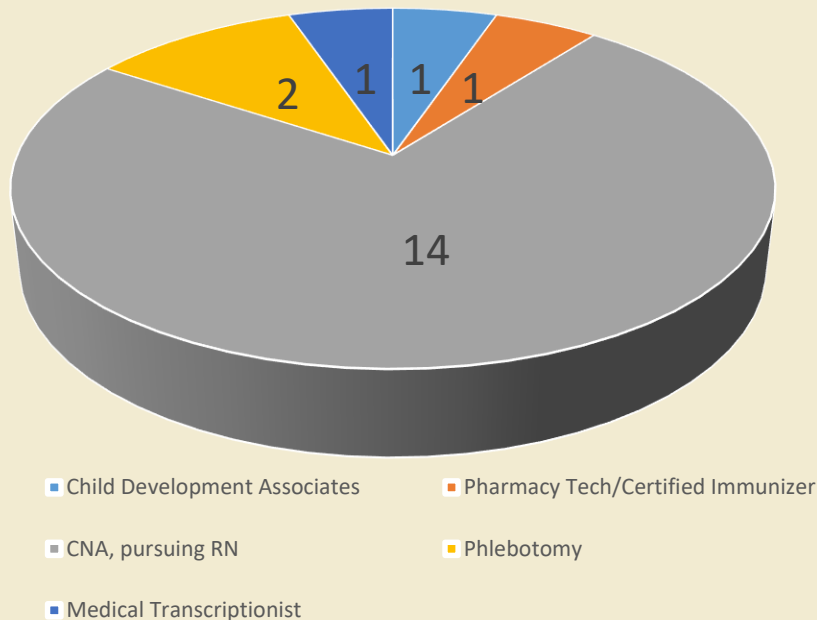
One of the programs managed by our LIHEAP workgroup that addresses energy insecurity is emergency furnace. This program restores heat for low income homeowners. Demand for this program has increased this past year by **12%**, resulting in **87 households** having heat restored. Many of these were families that pre-COVID would have been over income for our programs. The agency was one of 8 agencies to run a pilot program offered by the state this year to provide a voucher to clients. This voucher was given to clients to use as payment for heat being restored by a participating contractor. This method allowed Weatherization staff to focus on their program and empowered the clients.

The Weatherization team overcame challenges this year including the loss of staff members, issues with the supply chain and an increase in the material prices. The team adopted the COVID protocols and work resumed. Homeowners are much more comfortable having weatherization perform work this year compared to last year. We hope to complete 75 homes this program year.

Community Services Division

Our Community Services Block Grant (CSBG) funds continued to support local residents this year through ongoing programs. This includes supporting **19 households** with skill training costs and **4** with college scholarships.

Certification Training Financial Assistance



CSBG also assisted **18 homeowners** with emergency life/safety repairs including hot water heaters, electrical repair, 1 lock change for a DV survivor, and other urgent needs.

Community Services Division

During the summer, we were back up to **31 summer food sites** as camps started to re-open. We served **31,040** meals during the summer.

We also saw our garden program expand once COVID restrictions started to loosen up. **Twelve gardens** were able to produce **923 pounds** of produce for low income households utilizing **1,215 volunteer hours by 436 volunteers (201 adults, 235 youth)**.

Community Action, Rockford Park District and Northern Illinois Food Bank held **3 family market events** (June, July, August) at Wantz Park serving an average of **197 families** each month.

Community Services Division

The Family Peace Center identified concerns that domestic violence would increase as a result of COVID isolation and stress. Remedies Domestic Violence Shelter was forced to reduce capacity for a second straight year due to COVID.

CSBG was able to continue to assist in supporting domestic violence survivors, assisting **69 survivors with temporary safe housing** when the shelter was full. We also helped **19** of these survivors move to new, safer housing (security deposits) and **7** survivors relocate to another state where they had a support system of family or friends, **1** was assisted with eviction prevention, **1** was assisted with mortgage assistance, and **1** we assisted with a car payment so she could keep her vehicle.

Community Services Division

Housing insecurity and homelessness are complex issues. Even prior to COVID, local renters were paying 40-50% of their income towards rent. COVID caused a seismic level loss of income for local residents. With housing already being a large part of any families budget, it was one the first and most severely impacted safety nets. Overwhelmingly, housing assistance has been the highest increase in demand we have seen in the past year. For those already barely hanging on, minorities and single parent renters, only the eviction moratoriums have kept us from a tidal flow of homelessness.

As the eviction moratorium came to an end, Community Action did its best to keep people housed by having staff working actively with the local eviction court. By participating in the court proceedings, we could determine which families may be eligible for services and we could connect them with those services. We dedicated almost all of our million dollars in CSBG CARES funds towards housing, that money is almost completely spent. In addition, through the end of 2021 we dispersed nearly \$1.5 million in Treasury assistance fund. Without these programs, many in our community would be without resources to avoid eviction related to losses from COVID.

Community Services Division

CSBG/CARES also utilized a number of funding streams to prevent eviction.

- Rental assistance to **82 families**
- Mortgage assistance to **12 families**
- Deposit assistance to **29 households**
- We assisted **23 persons** in relocating to other communities where family and friends were able to provide them housing and support.
- Emergency Food was given to **3 individuals** in the COVID motel

Using IDHS Homeless prevention funds, we also assisted an additional **178 households** either in housing placement or eviction prevention. Of those **95% remained stably housed**, 1% lost their housing and 4% did not respond to our follow up survey.

CSBG also provided matching funds for 25 youth households who were enrolled in the CoC Youth Rapid-Rehousing Program.

Community Services Division

Homelessness and COVID

- In efforts to keep homeless numbers from growing with the pandemic, homeless staff continued to work closely with partner agencies.
 - One staff person did outreach on a full-time bases, hitting the streets daily looking for homeless persons. Six staff added approximately **8 hours of nighttime street outreach** to their schedule each month.
- To help with the prevention of the COVID-19 virus through the homeless population, staff worked with the unsheltered population, those with chronic health issues, those who are not shelter appropriate, and those who could not go due to shelter capacity or closures.
 - Homeless staff continued to work with the Winnebago County Health department to get COVID+ persons into the isolation locations—much coordination had to be put into place to ensure the person was tested, provided appropriate health care, transportation to the isolation room, and provided meals & necessities for the duration of the stay.
 - From 1/01/2021-12/31/2021, **133 persons** were placed into hotels to ensure their safety. Many of these were due to COVID shutdowns at the shelters.

Community Services Division

Homelessness

Homelessness reflects the failure of our social systems to serve people of all racial and ethnic groups equally in housing, education, employment, wealth accumulation, health care, and justice.

Homeless Data 2021

Current Homeless Numbers (as of 11/30/2021)

Sub-Population	Number of Homeless
Veterans	8
Chronically homeless	2
Youth (16-24) single or pregnant/parenting	11
Families w/children	13
Single adults (or multiple adult households)	118
Total for all populations	152

Homeless Outcomes 1/1/2021-12/31/2021

Sub-Population	Outcomes
Veterans	17 housed
Chronic	2 housed
Youth (16-24) single or parenting	46 housed
Families w/children	83 housed
Single adults	193 housed
Total for all populations	341 housed

Community Services Division

In calendar year 2021, homeless staff continued to act as the Single Point of Entry, conducting homeless intakes. A total of **341 households were able to secure housing** in a variety of settings—permanent supportive housing, public housing, rapid-rehousing programs, market rate rents, and placements with family/friends. **241 households were moved to our inactive** list—some have re-entered homelessness since then, some went to institutions or left the area, some passed away before securing housing, and many we suspect obtained their own housing without reporting to us.

In addition to the work we do with the homeless, we also want to ensure new people do not end up homeless due to the pandemic.

- With HUD's funding for Federal & State CARES ESG—Homeless Prevention—we served an additional **43 households and 99 total people**

Please note that the number of people who obtained housing in 2021 did decrease, as there were less units available due to the eviction moratorium and rents increased which made them impossible for our clients to rent.

Community Services Division

This agency helped many people in our internal HUD funded homeless programs, those programs and numbers are as follows:

Program Name	Households Served	Number of People Served
STATE ESG ESG- Rapid Rehousing	10	22
Federal CARES ESG-Rapid Rehousing	80	169
State CARES ESG-Rapid Rehousing	72	159
Youth CoC Rapid Rehousing	28	50
Total # assisted through homeless programs	190	380

In addition, the City sub grants almost 1.5 million dollars in HUD CoC homeless funds to our community partners to provide permanent housing. These partners include Shelter Care Ministries, Carpenter's Place and Rosecrance. Additional funds were sub-granted out through the two ESG CARES grants.

Community Services

Challenges

- The loss of weatherization staff combined with supply chain issues significantly slowed weatherization implementation.
- The low income community has fewer resources for file sharing/wifi/email making the move to phone/virtual applications more difficult.
- Because those we serve were more severely impacted by COVID because they have fewer resources, we knew that we had to find a way to continue and improve our services. Our services never shut down due to COVID. We had to undertake many mitigation steps to keep us safe at work including redesigning workspaces, rotating staff schedules, regular disinfection and limiting face to face exposure to customers.
- With continued eviction moratoriums, many landlords began to increase rent/deposit cost, become more selective in their application process, and refused to work with any programs to keep people housed or move in new tenants.
- Several open positions remained open for months due to lack of qualified applicants.

Community Services

Successes

- We were able to quickly adapt to COVID protocol, resulting in more persons housed and more LIHEAP applications taken than pre-COVID.
- We have been able to keep our numbers stable and even decrease some homeless populations. The homeless program is considered a national model and is one of two communities with the goal of ending all homelessness.
- The Weatherization team's has grown by two and they have begun the long training process to become certified energy auditors.
- Our LIHEAP Program is now identified as one of the top performing agencies in the state.

Customer Service Center

Presented by Wendy Lara
Customer Service Manager

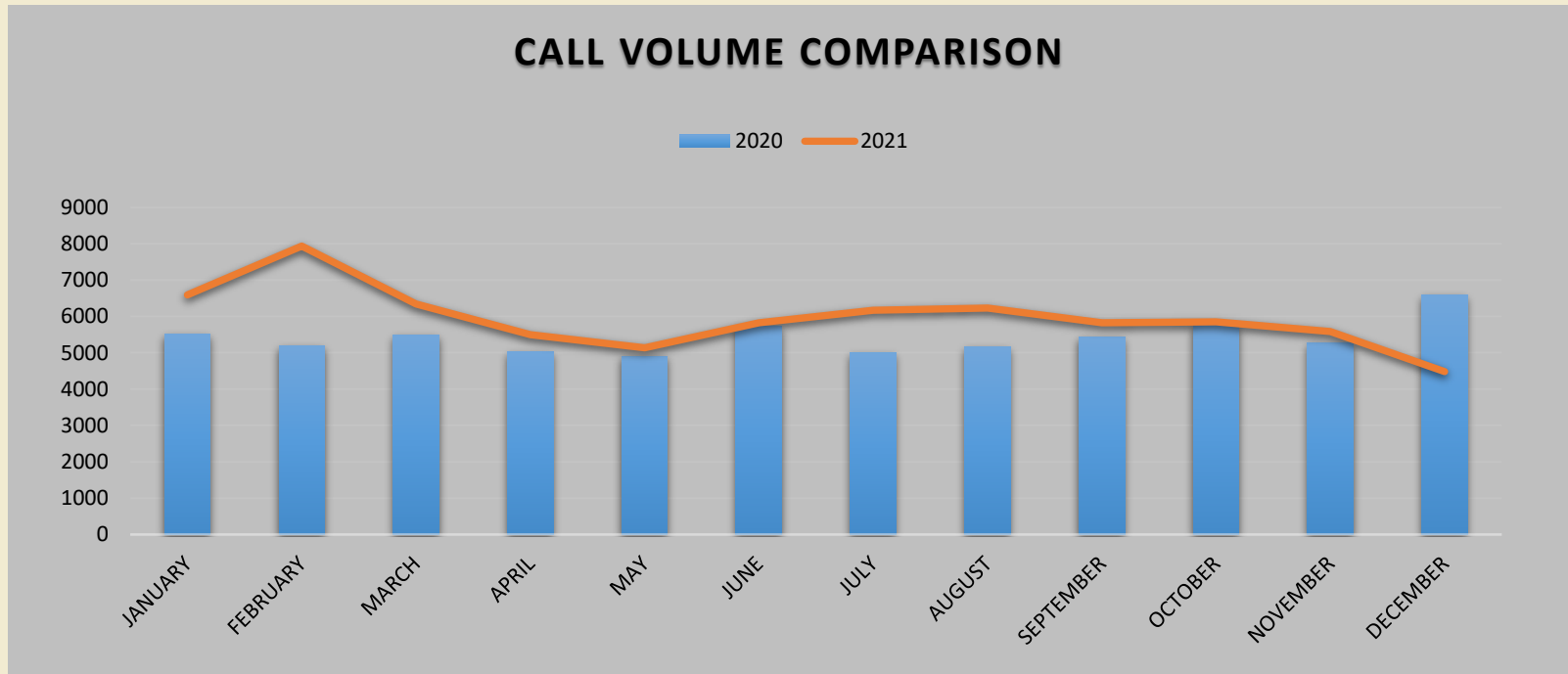
FINANCE – CUSTOMER SERVICE CENTER

2021 CSC SCORECARD

Monthly Performance	2021 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVG 2021
Total number of calls	6,750	6593	7941	6345	5501	5133	5824	6175	6230	5824	5851	5583	4485	5,957
Average Time to Answer in sec.	30	37	86	17	25	15	27	31	24	43	76	71	68	43
% Calls Abandoned	8%	4.29	7.28	2.38	3.09	1.69	3.45	5.39	2.66	5.00	8.19	11.41	7.40	5.19

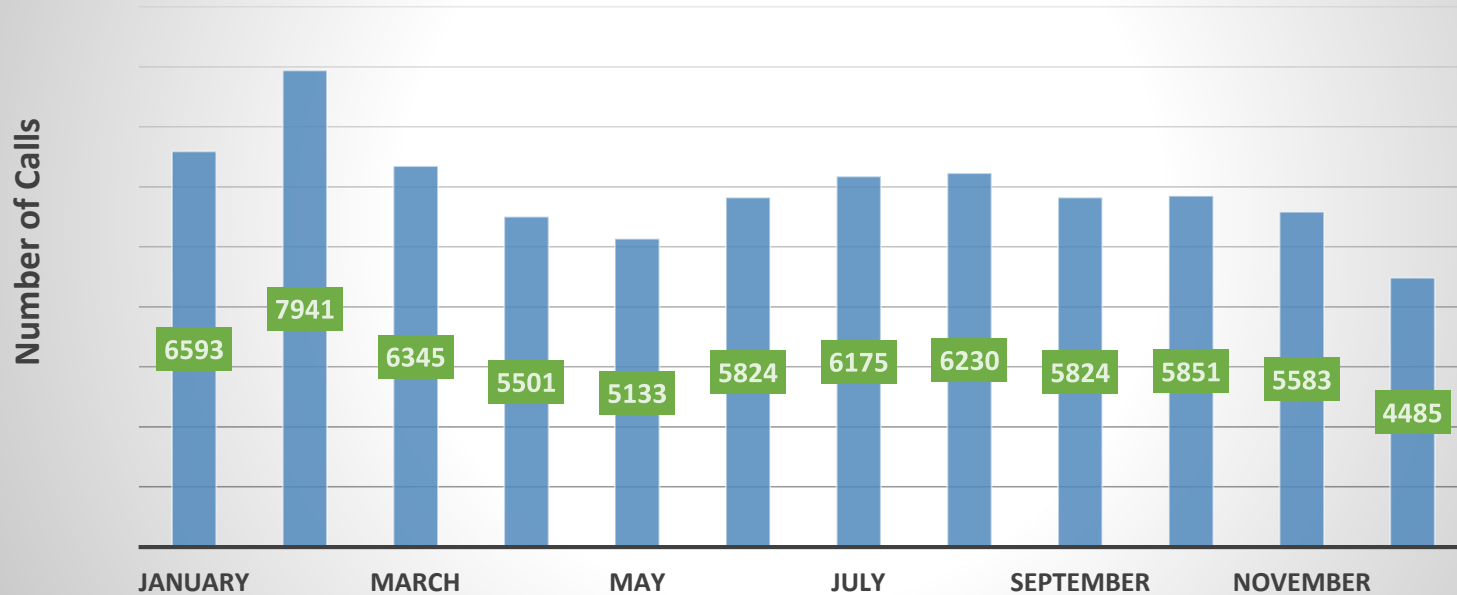
Targets based on AWWA Benchmarking Water Utility Customer Relations Best Practices

Finance-Customer Service Center



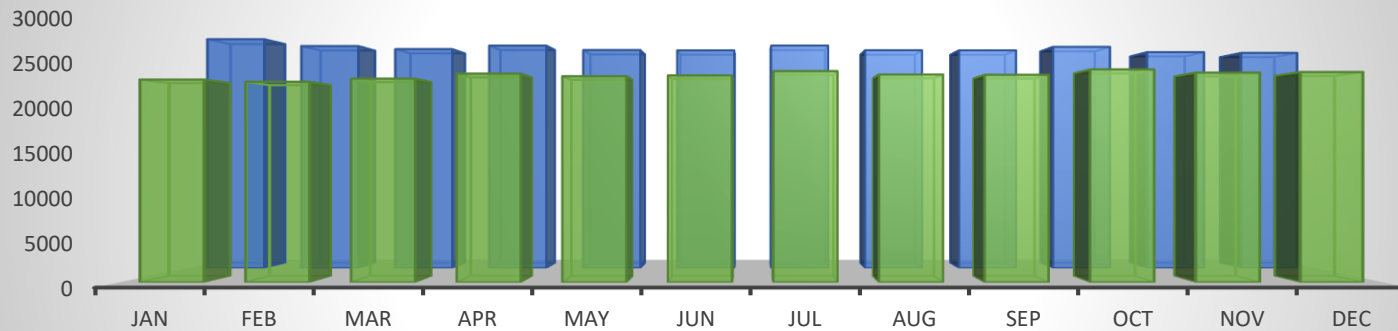
Finance-Customer Service Center

2021 Call Volume



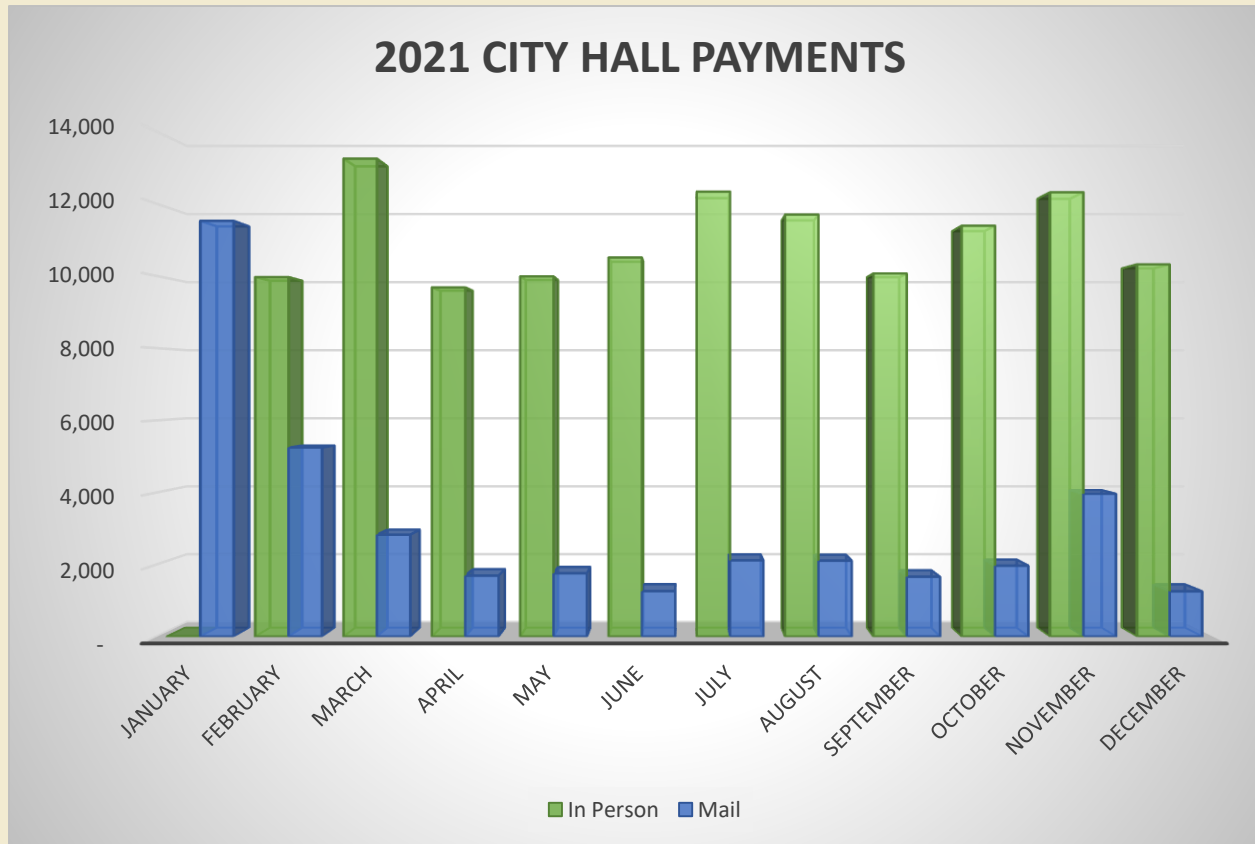
Finance-Customer Service Center

2021 PAPER & E-BILLS COMPARISON

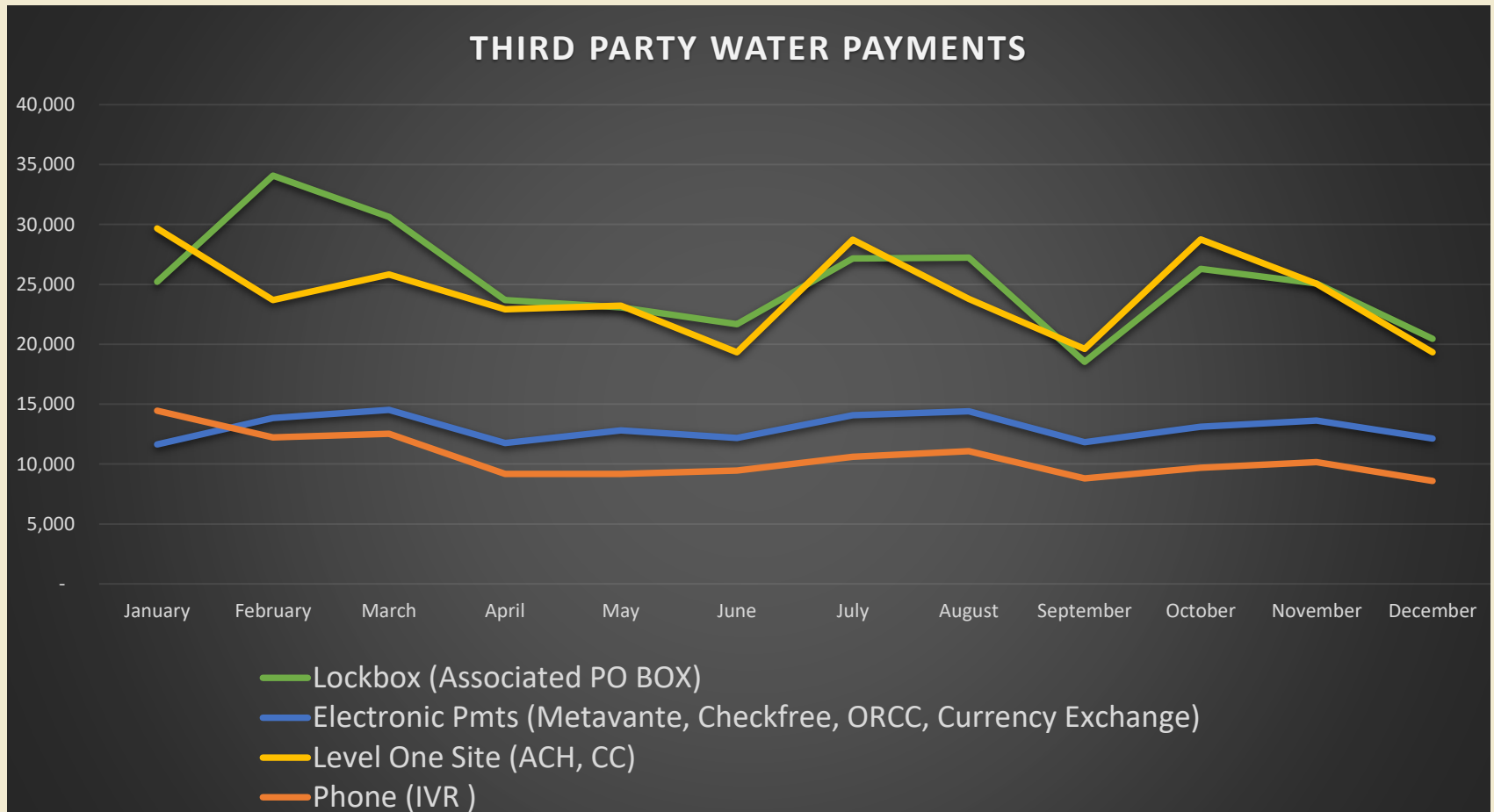


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EBILLS	23426	23171	23536	24109	23813	23906	24398	24006	23974	24589	24223	24293
PAPER BILLS	29698	28812	28421	28884	28301	28261	28885	28266	28258	28704	28017	27924

Finance-Customer Service Center



Finance-Customer Service Center



Customer Service Center 2021- Highlights

- Took a total of 71,485 calls. A 9% increase from 2020
- Call volume during February was significantly higher than any other month due to USPS mailing delays on water bills.
- A total of 121,487 payments were processed at City Hall.
- Our closing team provided 4,350 estimates to Title Companies and Law firms, which increased 26% as compared to 2020
- Received a total of 2,372 email requests. An increase of 19% from the prior year.

Customer Service Center 2021- Highlights

- Reviewed payment processing for building invoices with collaboration from IT, Accounting and Building; which resulted on simplified payment entry and time efficiency.
- Implemented new payment options for Water billing; including Walmart locations.
- Successfully moved from paper to electronic transactions on currency exchange payments.
- An area of opportunity is to continue working on keeping our system up to date and increase our collection efforts on water and rubbish accounts.

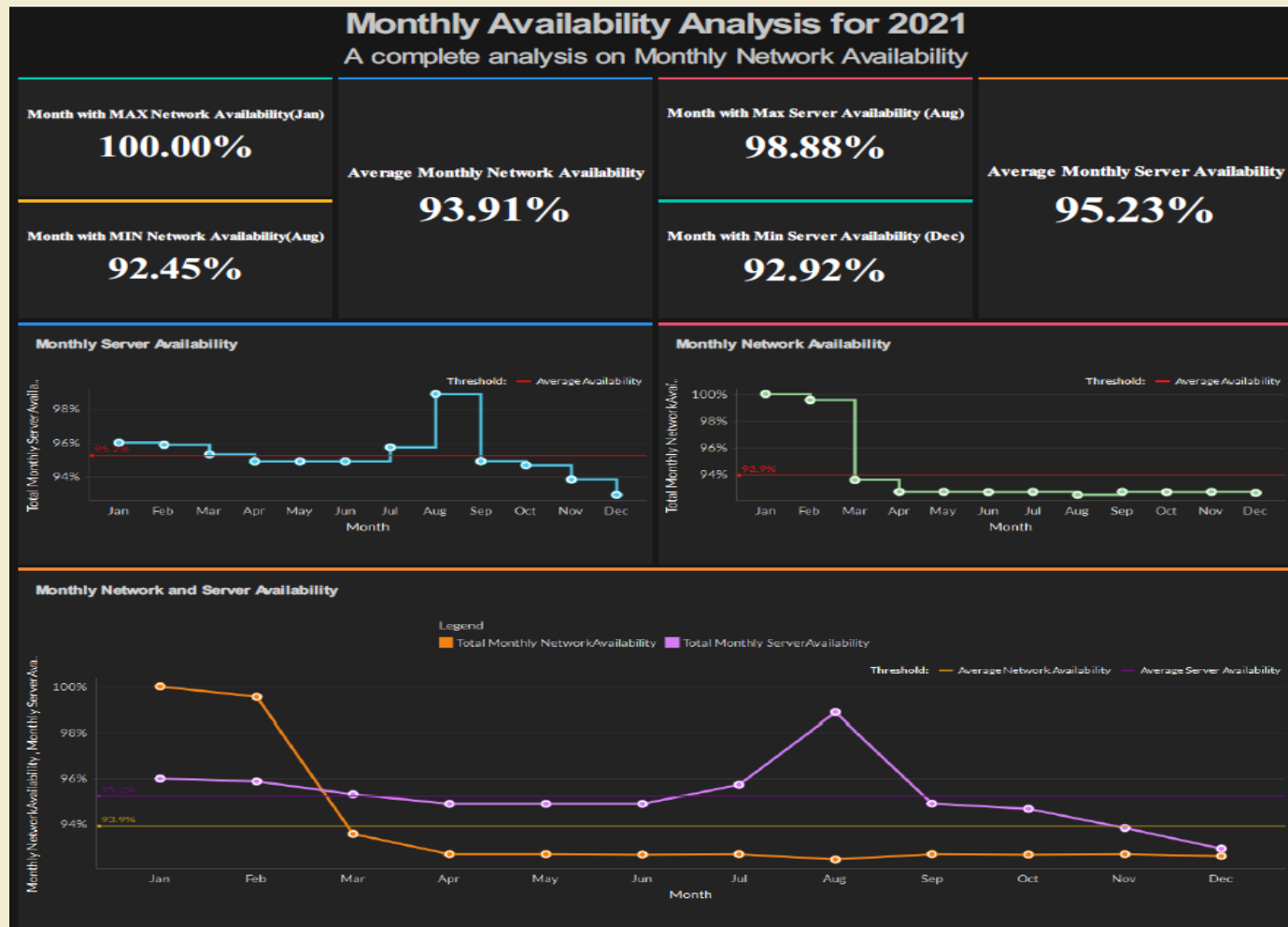
Information Technology

PRESENTED BY:

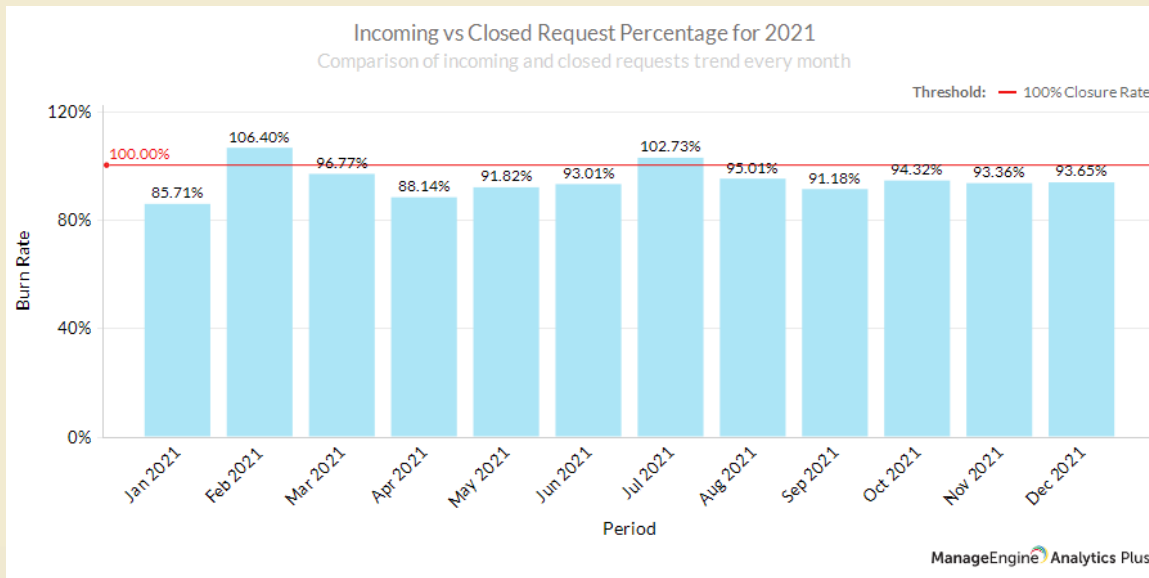
Todd Hughes

Information Technology Director

Information Technology



Information Technology



Information Technology Key Strategic Initiatives 2021

- Enhanced new CAD / Mobile / RMS systems
- Continue to Enhance Network Security Posture / Business Continuity Plan
- Redefine IT Purpose and Mission (To be of maximum service)
- Alignment of IT Support with stakeholder's mission / needs
- Support SCADA System upgrade
- Implement Body Worn Camera System for Police Department
- Modernize 911 / Fire Systems:
 - IP base phone and recording system
 - 911 Center Renovation (City and County)

Information Technology

2021

Achievements

- Managed CAD/Mobile/RMS Project Implementation
 - Continued Training of all Law Enforcement Agencies
 - Continued working on all interface to third party systems
 - Continue to build standard reports
 - Established a Governance Board and scheduled first meeting in September
- Continued to enhance our network security posture
 - SPF/DKIM/DMARC Reporting
 - Implemented a phishing alert button in Outlook
 - Multi-Factor Authentication small scale implementation
 - Server hardening by making administrator logins authenticate using RSA token
 - Performed ongoing phishing campaigns / end user awareness
 - Implemented a password manager for IT, Finance, Mayor's Office and pushing to other departments
 - Initiated a 15 minute inactivity timeout on workstation. (prevent unauthorized access to computing resources if staff walks away from PC for extended time)
 - Renewed \$5M Cybersecurity Insurance for FY 2022.

Information Technology

2021 Achievements

- Supported the Family Peace Center
 - Built out wired and wireless network infrastructure
 - Built client intake application
 - Provisioned phones for new site
- City Council iPad upgrades
- Transitioned 4 new Aldermen to City Council
- Updated Council Chamber with new monitors for more crisp presentations
- Enabled Closed Captioning to improve ADA compliance of Council meeting broadcast
- Increased internet bandwidth to provide adequate speed for Body Worn Camera uploads (200Mbps to 500Mbps)
- Enabled GIS replication with WinGIS to provide expedient retrieval of local GIS Info therefore increasing City GIS professionals efficiency.

Information Technology

2021 Achievements

- Provided remote connectivity to Alpine Dam cameras and controls for Public Works
- Implemented Active Directory Self-Serve functionality to allow users to change their own passwords
- Upgraded Tyler Content Management within Munis
- Performed Citrix server upgrade and testing
- Supported the new Station Alerting System
- Increased head count by 3 contract positions to build more efficacious customer response to trouble tickets and requests.
- Improved analytics to measure performance of IT Department
- Axon Body Worn Camera Deployment for Rockford PD
- CueHit (Customer Satisfaction Survey Tool) deployment for 911
- LocalIQ (targeted talent recruitment Tool) deployment for HR
- Project Doc upgrade

Human Resources

PRESENTED BY:
Shurice Hunter
Director of Human Resources

HUMAN RESOURCES DEPARTMENT T 2021 Objectives

Develop and implement a management-training program (Dare to Lead, Managing a Blended Workforce, Respect and Civility in the Workplace, etc.)

Established City wide employee Diversity, E and Inclusion training (Implicit Bias, Macroaggression Privileged) .

Utilize annual evaluations, and surveys, to identify technical, management skill gaps for leadership

Conduct an skills gap analysis to determine workforce training needs

Monitor and expand the COR Wellness Center population engagement and dependent participation.

Conduct quarterly customer service and annual employee feedback surveys to better gauge the needs of the organization.

Human Resources *Areas of Achievement*

Health Plan Compliance Review:

- Working with consulting group to stay abreast of upcoming sponsor reporting requirements under the Transparency Coverage rules.

Established Four Employee Groups:

- Allies for African Americans Resource Team
- LGBTQIA+ Resource Team
- Latinx Resource Team
- Women's Resource Group
- Information articles were produced monthly including such as Pride Month and Juneteenth. Latinx held 1st exhibit to celebrate National Hispanic Heritage Month. 10 pieces of art were displayed in City Hall lobby throughout month of September.

COVID Vaccination and Testing Efforts

- The Wellness Center administered a total of 771 COVID vaccinations and 134 COVID tests during 2021 in an effort to maintain a safe and health environment for our employees and their family members.

Human Resources

Areas of Achievement – Continued

Random Drug Testing Program:

- Fire testing accomplished 21.91% of population with a maximum of 27% allowed.
- Police testing accomplished 23.99% with a minimum testing requirement of 25%.
- CDL License Holders testing completed 51 tests. Goal 25% annually.

Employee/Supervisor Training:

As part of the City's ongoing commitment to foster, cultivate and preserve a culture of diversity, equity and inclusion, the following training opportunities were provided:

- Resumed in-person training with supervisors, a six-part series focusing on "Community Conversations about Race". 3 sessions of classes were completed (5 classes each session) with average attendance of 106. Remainder of classes not completed due to COVID-19.
- Virtual trainings were available to all employees which focused on "Microaggressions, Implicit Bias & Privilege: A Deeper Dive" – 103 attended and "Strategies to Combat Bias" – 108 attended.
- An in-person Mental Health First Aid Training was available to all employees.
- Supervisors completed a refresher training for Reasonable Suspicion. 91 individuals completed the training.
- 1,024 employees completed 2021 Sexual Harassment Training through PowerDMS.
- 12 Department Heads completed the "Dare to Lead" Training Series.



Human Resources

Areas of Achievement – Continued

Wellness Activities

- Ready, Set, Go Challenge (January)
 - 37,516 minutes/625 hours of exercise logged
 - 50 participants signed up
- Wellness Center – COVID-19 Webinar live and recorded (April)
 - 38 attendees live session
 - 394 watched recorded version
- Goodwill Donation Drive (April)
 - 2,803 lbs. collected
 - 454 hours of mission services
- National Employee Health and Fitness Day (May)
 - Joint walking venture with Winnebago County and Rockford Park District
 - Daytime walk throughout City
- Peanut Butter and Jelly Rally to Benefit Rock River Valley Pantry (May/June)
 - \$20 cash
 - 792 lbs. of peanut butter/jelly

Human Resources

Years of Achievement – Continued

Wellness Activities:

- Step into Spring Challenge (May/June)
 - 26 participants signed up and 54% achieved a goal of 169,000 steps
 - 4.7 million steps total (2,382 miles)
- Free Sports/School physicals at Wellness Center (June)
- Battle of the Badges (July)
 - 281 pints of blood donated
 - 843 lives potentially saved
- Summer Sun Safety/Prevention Webinar (July)
- Rock River Sweep Event (July)
 - 30 bags of trash and 2 tires cleaned out of the Rock River
- Healthy Eating on the Go Webinar (August)
- Sugar River Raceway Race to End Domestic Violence (August)
- Halloween Costume Contest (October)
- Breast Cancer Awareness Webinar (October)
- Flu Shots – October 2021
- Ugly Christmas Sweater Contest (December)

Human Resources

Areas of Achievement – Continued

- **Other Community and Volunteer Partnerships:**
 - Monthly EAP information sent out on topics such as:
 - Stress, mental health, devastating world events, addiction
 - Rockford University Informational Sessions (April and October)
 - Nationwide Retirement Plan Meetings for Employees (May)
 - 71 employee meetings
 - 12 new enrollees into the plan
 - Several increases to deferrals and rollovers from other accounts
 - Northern Illinois Hospice (June)
 - Mental Health Impact of COVID-19 webinar offered to employees
 - Employee Resource Groups launched:
 - Allies for African Americans
 - Latinx Resource Group
 - LGBTQ+ Resource Group
 - Women's Resource Group
 - Informational articles produced monthly including topics such as Pride Month and Juneteenth

Human Resources

Areas of Achievement – Continued

- **Other Community and Volunteer Partnerships:**
 - Formed partnership between Public Works and United Way
 - Hired summer interns/mentorship program
 - Painting and fixing fire hydrants around City
 - 1 mentor, 2 crew leaders, 8 interns
 - IPPFA/NPFFA (457 vendor) visits over 5 days in September
 - Visited Fire Stations, Police Districts 1-3, City Hall and City Yards
 - Attended RVC Career Fair in September
 - Raised almost \$36,000 for United Way
 - Launched a Facebook and Search Engine Marketing Campaign through LocaliQ to expand and enhance recruiting efforts.
 - Candidate recommendation form with employee referral incentive program rolled out
 - Rolled out retention incentive program for Human Services HeadStart

Human Resources Budget Performance Measurements

	2019	2020	2021
Applications	4969	2866	3520
Vacancies Filled	144	127	177
Workers' Comp Claims	215	514	328
Workers' Comp Lost Days		1187	1076
Training Sessions	44	85	31
Health Insurance Participants	3308	3205	3195
Flex Spending Participants	295	274	307

Human Resources

Wellness Center 2021 – Year 7

Utilization

84%

Avg. Monthly Employee
Engagement

Member Satisfaction

95.6%

Avg. Member Satisfaction

User Vs. Non- User Savings

32%

Engaged members
cost 32% less than
those not engaged

Wellness Center Visit Volume Increased 24%

Over Previous Year

90%

High Risk Employee
Engagement

Human Resources

Wellness Center 2021 – Engagement Opportunities

Lunch & Learn: Breast Cancer Awareness CoR Wellness Center



Earn one point in your Path to Wellness by attending Lunch & Learns (limited to one point, but you may attend more than one event).

Complete Your Biometric Screening



Earn Three Path to Wellness Points by Completing Your:

- Biometric Screening (three Path to Wellness Points)
- HHRA (three Path to Wellness Points)
- Flu shot (two Path to Wellness Points)

Schedule an appointment to be eligible for free diabetic testing supplies!



It'll be back-to-school time before you know

Get your student ready with a FREE school or sports physical!



Get ready for summer with a free InBody Scan!



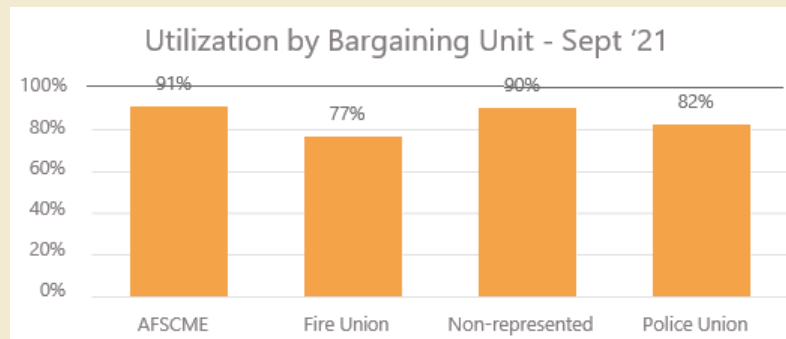
The Results Are In!

2021 Ready, Set, Go Activity Challenge hosted by the CoR Wellness Center



Human Resources

Wellness Center 2021 – Health Center Utilization



	Annual Savings	ROI
Year 1	\$ 1,859,541	2.13
Year 2	\$ 1,654,173	1.94
Year 3	\$ 4,212,502	4.89
Year 4	\$ 3,422,923	3.80
Year 5	\$ 6,379,600	6.70
Year 6	\$ 5,521,601	6.12
Year 7	\$ 6,410,576	6.99
TOTAL	\$ 29,460,915	4.68

- Year 7 visits up 24% (926 visits) over Year 6
- Year 7 visits up 22% (852 visits) over Year 5

- Average Visits per patient in year 7: **2.5**
- **40%** of patients had more than one visit

Human Resources

Wellness Center Annual Year 2021 – Events and Programs

Events and Programs

Sept 2020 – Oct 2021



Sept '20	Oct	Nov	Dec	Jan	Feb	March
<ul style="list-style-type: none"> • Sleep Health Webinar and Challenge • Treat Yourself Campaign 	<ul style="list-style-type: none"> • Walktober Walking Challenge • PTW Flu Shots and Biometrics 	<ul style="list-style-type: none"> • Great American Smoke Out Promotion • Center Services Reminder 	<ul style="list-style-type: none"> • Maintain Don't Gain Holiday Wellness Challenge • Mini-Mindfulness Series • AFSCME Incentive 	<ul style="list-style-type: none"> • Ready, Set Go Exercise Program • Inbody Promotion 	<ul style="list-style-type: none"> • CoR Blood Pressure Pop Ups • Heart Health Month Promotion 	<ul style="list-style-type: none"> • Chronic Condition Coaching Promotion • Active Care Promotion • AFSCME Incentive
April	May	June	July	Aug	Sept '21	Oct
<ul style="list-style-type: none"> • Dispelling COVID Vaccines Myths and Education Session 	<ul style="list-style-type: none"> • Small Diabetes Discussion Groups • May Madness Marathon Health Outreach to Patients 	<ul style="list-style-type: none"> • School & Sports Physicals • Center Services Reminder 	<ul style="list-style-type: none"> • Skin Safety with Skin Checks in Center • Summer Safety Lunch and Learn 	<ul style="list-style-type: none"> • School & Sports Physical • Healthy Eating on the Go Lunch and Learn 	<ul style="list-style-type: none"> • Path to Wellness Launch 	<ul style="list-style-type: none"> • Breast Cancer Awareness L&L • PTW Flu Shots and Biometrics • Flu Clinics • Virtual Health Fair Presenters

*items in orange designate programs that were able to be delivered virtually

Human Resources

Health Plan By The Numbers

Health Plan by the Numbers				
	2019	2020	2021	Change
Plan Costs				
Medical Only	\$ 14,775,656.71	\$ 13,238,568.65	\$ 11,475,997.26	\$ (1,537,088.06)
Total Plan Expenses	\$ 20,670,967.57	\$ 18,432,120.07	\$ 16,609,107.14	\$ (2,238,847.50)
Cost per Employee	2019	2020	2021	Change
No. of Employees/Retirees	1224	1191	1187	-33
Medical Only	\$ 12,071.61	\$ 11,115.51	\$ 9,668.07	\$ (956.11)
Total Plan Expenses	\$ 16,888.05	\$ 15,476.17	\$ 13,992.51	\$ (1,411.87)
Cost per Plan Participant	2019	2020	2021	Change
Number of Participants	3308	3228	3195	-80
Medical Only	\$ 4,466.64	\$ 4,101.17	\$ 3,591.86	\$ (365.48)
Total Plan Expense	\$ 6,248.78	\$ 5,710.07	\$ 5,198.47	\$ (538.71)

Human Resources

Workers' Compensation By The Numbers

- Total claim frequency decreased 205 claims, or 60% from 2020 (517 claims) to 2021 (312 claims).
- Fire Department claims frequency decreased by 50% (135 claims) from 273 claims in 2020 to 138 in 2021.
- Police Department claims frequency decreased by 16% (25 claims) from 163 in 2020 to 138 in 2021.
- Public Works claims frequency increase 1 claim from 19 in 2020 to 20 in 2021.
- Indemnity Claims (lost time) decreased 7% (9 claims) from 123 in 2020 to 114 in 2021.
- On average, claims were reported within 4.1 days as compared to 5.9 days in 2020.
- In 2021, there were 128 reported COVID claims.

Legal Department

Achievements from January 1, 2021 through December 31, 2021

City Council –

- 296 Committee Reports
- 292 Resolutions
- 261 Ordinances

Highlights include:

- Re-entry Focused Deterrent Program with Winnebago County
- Rockford REGROW Grant Program
- Intergovernmental Agreement with Loves Park, Winnebago County and Rosecrance for a Crisis Co-Response Team Program (CCRT)

Legal Department

Achievements from January 1, 2021 through December 31, 2021

Claims –

- 131 Claims for reimbursement. 18 Claims were approved for payment totaling \$31,994.89

Ordinance Prosecution –

- 1,983 Code of Ordinances cases
- 3,317 Zoning Ordinance cases
- 1,024 Building and Property Maintenance Code cases

Demolitions and Blight Reduction Efforts –

- 124 residential and 4 commercial structures
- 6 appeals and objections to demolition defended in state court

Legal Department

Achievements from January 1, 2021 through December 31, 2021

Grants:

- Maintained grant portfolio of over \$50 million
- Consolidated all federally required reporting processes to JustGrants System
- Initiated CCRT grant reporting and funding processes

Contracts:

- Implemented new Section 3 of HUD Act reporting guidelines
- Migrated prevailing wage tracking from LCP Tracker to IDOL Wage Portal

Other Highlights:

- Facilitated REGROW grant through the Community Relations Commission
- Grew MWBE list from 65 to over 80 registered businesses

Legal Department

Achievements from January 1, 2021 through December 31, 2021

FOIA:

- 2,800 requests processed

Impounds:

- 1,788 cases adjudicated
- \$349,559.54 collected

Legal Department

Achievements from January 1, 2021 through December 31, 2021

Land Acquisition –

Completed Projects

Acquisitions

Properties:

39XX Dawes Road – Well 39 Improvement Project
606 Whitman Street – Whitman & Ridge Intersection Reconstruction
604 Whitman Street – Whitman & Ridge Intersection Reconstruction
1820 W. State Street – West State St. Expansion Project

Easements:

New Towne and State Street pedestrian walkway improvements.
Gregory Heights drainage improvements.
Lindberg/Lindale drainage improvements.

Sales and Disposals:

2 Properties sold, 1 property is pending sale

1022 Benton Street	\$3,000
1020 North Avenue	\$2,500
605 Whitman Street	\$63,000 (sale pending)

2 Properties conveyed through the mow-to-own program

316 Salter Avenue
614 Avon Street

Ongoing Projects

Acquisitions

Logistics Parkway Extension Project:

11 Easements to acquire
3 Acquisitions to complete

Parkview Avenue Sidewalk Project:

16 easements to acquire
4 acquisitions to complete

Buckbee Creek Project

4 easements to acquire

Surplus Property Marketing:

134 N. Main Street	(\$75,000)
16XX Lyford Road	(\$495,000)
325 S. Madison Street	(pending appraisal)
211 S. Main Street	(lease)

Legal Department

Achievements from January 1, 2021 through December 31, 2021

Liquor and Tobacco Licenses –

- 22 Liquor and 18 Tobacco Licenses issued
- No location approved for 6th Video Gaming Terminal

- 22 Liquor Licenses
 - 11 Consumption/Liquor by the drink (only)
 - 9 Packaged Liquor (only)
 - 2 Consumption and Packaged Liquor (combined)

- 3 Liquor licenses to new businesses
- 19 Liquor licenses to existing businesses that:
 - Were first time licensees
 - Sought modification to change hours, add beer garden and/or change ownership
 - Sought modification to add video gaming
 - Was a new business at a licensed location

Legal Department

Achievements from January 1, 2021 through December 31, 2021

Litigation –

Personal Injury and Property Damage:

- 35 lawsuits
 - 14 in federal court
 - 19 in state court
 - 1 in state appeal court

Employment:

- 2 lawsuits
 - 1 in federal court
 - 1 in an administrative agency

Collections:

- 17 Small Claims lawsuits in state court

Legal Department

Achievements from January 1, 2021 through December 31, 2021

Labor Negotiations

AFSCME Big Group / AFSCME B Group

Collective Bargaining Agreement in effect through December 31, 2021. The parties are engaged in bargaining sessions for a successor agreement.

AFSCME C Group

Collective Bargaining Agreement in effect through December 31, 2023.

IAFF

Collective Bargaining Agreement in effect through December 31, 2026, with reopener for all provisions except insurance beginning on January 1, 2022. The parties are engaged in bargaining sessions for the reopener.

PBPA

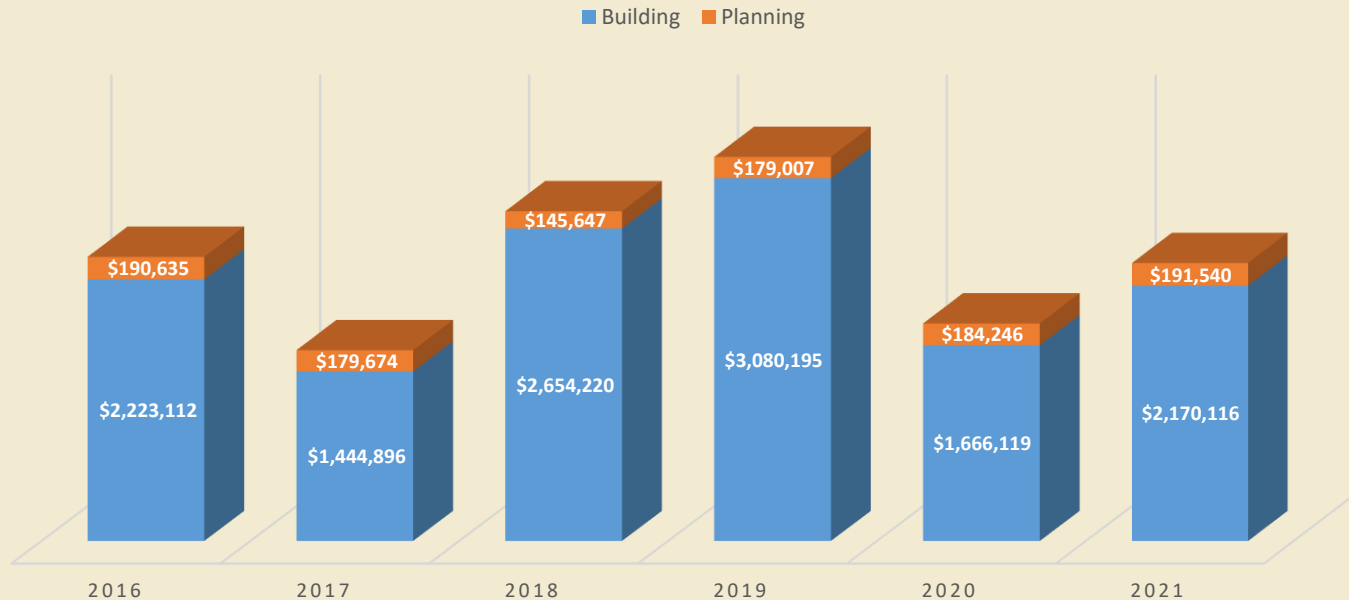
The contract expired on December 31, 2018. Parties completed interest arbitration and an award was issued on July 9, 2021. The duration of the successor CBA is through December 31, 2022

Community & Economic Development Department

CEDD - Construction & Development Services

Permit Fees(Revenue for Building & Planning)

QUARTER 4, YEARS 2016-2021



TOTAL PERMIT FEES (Revenue) for Quarter 4, Years 2016 - 2021

	2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 4 for Years 2016 - 2021
Building	\$ 2,223,112	\$ 1,444,896	\$ 2,654,220	\$ 3,080,195	\$ 1,666,119	\$ 2,170,116	30.25%
Planning	\$ 190,635	\$ 179,674	\$ 145,647	\$ 179,007	\$ 184,246	\$ 191,540	3.96%
Total	\$ 2,413,747	\$ 1,624,570	\$ 2,799,867	\$ 3,259,202	\$ 1,850,365	\$ 2,361,656	27.63%

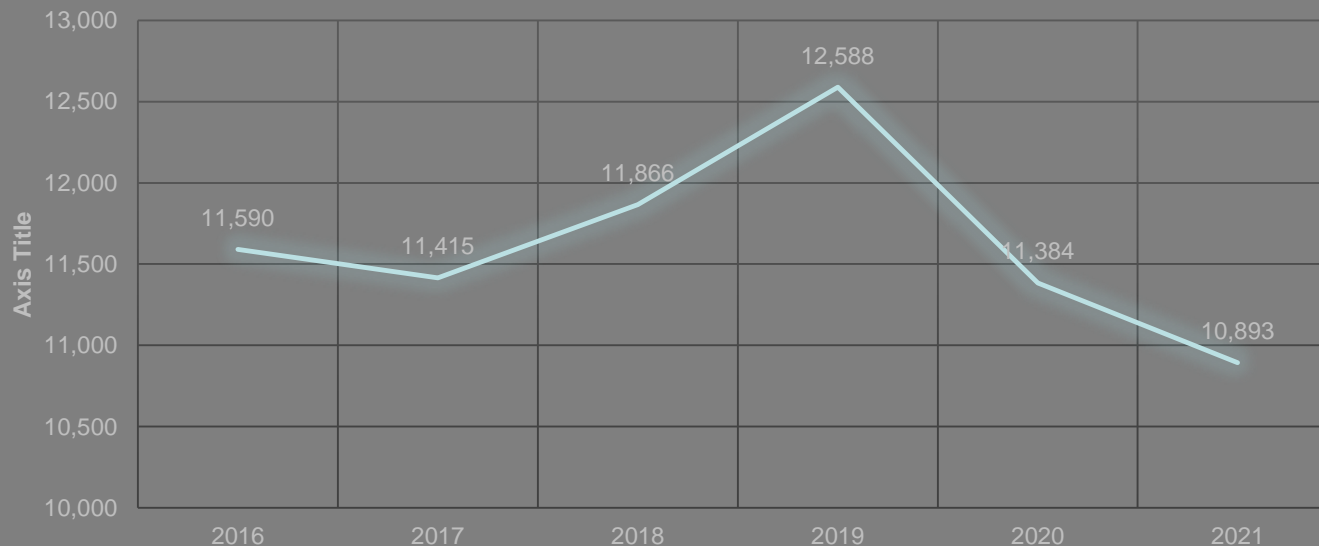
CEDD - Construction & Development Services

Total Inspections

(Building, Mechanical, Plumbing, Electrical & Property Standards)

Total Inspections for Quarter 4, Years 2016-2021

2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 4, Years 2016-2021
11,590	11,415	11,866	12,588	11,384	10,893	-4.31%



CEDD - Construction & Development Services Current Trends

Current Trends																													
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	2020 YTD	2020 AVG	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	2021 YTD	% Change vs. 2020	
Sign Permits	17	39	31	18	29	20	16	25	44	28	25	16	308	26	26	13	18	21	11	27	30	23	28	20	28	19	264	-14%	
Temp Signs	0	3	2	2	2	0	0	2	3	1	0	0	15	1	0	0	2	10	3	4	3	7	4	1	3	1	38	153%	
Fence	9	7	19	54	67	64	62	60	46	25	15	10	438	37	2	16	70	110	82	55	52	46	34	36	29	12	544	24%	
Driveway	2	1	4	25	34	9	68	80	81	59	15	1	379	32	0	1	13	83	131	68	64	68	64	35	15	3	545	44%	
Dumpster	1	0	0	0	1	0	0	1	1	0	0	0	4	0	0	0	2	4	3	2	0	0	1	5	1	0	18	350%	
Parking Lot	1	3	1	3	13	10	13	17	15	14	5	2	97	8	0	1	5	14	29	10	18	26	14	21	6	1	145	49%	
Zoning Conf.	19	22	21	12	9	9	20	22	20	31	15	17	217	18	23	21	29	26	50	34	24	28	35	26	37	48	381	76%	
Comm Plans	13	20	15	14	9	14	27	11	18	22	19	19	201	17	18	24	20	13	18	19	16	23	20	26	13	14	224	11%	
Home Occ	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	1	0	0	0	0	0	3	200%	
Tent. Plats	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
Final Plats	1	1	1	0	1	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
ZBA Items	4	3	6	3	0	1	2	4	3	1	2	5	34	3	2	5	3	11	7	7	6	6	5	6	3	5	66	94%	
LAB Items	5	54	7	1	4	5	4	4	2	1	4	0	91	8	1	4	3	1	1	2	0	2	3	2	3	4	26	-71%	
# Annex	5	0	4	0	0	0	0	0	0	0	0	0	9	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	
Current Trends																													
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	2020 YTD	2020 AVG	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	2021 YTD	% Change vs. 2020	
New 1&2 Fam	0	0	12	0	0	9	3	0	13	0	1	0	38	3	0	1	9	1	3	1	0	3	2	14	1	4	39	3%	
1+2 Acc. Det.	0	1	0	4	5	9	6	12	8	4	6	0	55	5	0	0	5	3	9	6	2	9	9	10	8	6	67	22%	
1/2 Add/Alt	50	30	48	25	42	70	55	48	57	48	20	12	505	42	14	15	24	46	36	35	34	39	40	36	26	24	369	-27%	
Comm/MF Plans	18	16	14	18	12	21	27	11	15	24	23	17	216	18	20	20	19	10	15	21	16	27	24	22	17	7	218	1%	
Plum/Mech Plans	8	4	4	2	6	3	6	1	0	0	1	2	37	3	1	0	2	0	0	1	0	2	1	2	0	0	9	-76%	
Elec Plans	8	6	9	5	12	7	8	2	1	2	3	0	63	5	3	0	2	5	3	1	2	1	3	0	2	0	22	-65%	
Counter Permits	0	0	1	0	0	0	0	0	0	1	3	0	5	0	0	0	1	0	0	0	0	0	0	0	0	0	1	-80%	
Demolition Permits	7	12	13	3	7	19	6	22	10	11	11	7	128	11	24	6	4	10	13	11	24	15	11	17	7	2	144	13%	
Plumbing Permits	89	72	124	61	97	113	76	199	117	106	118	173	1345	112	106	49	125	137	73	118	164	165	132	160	158	106	1493	11%	
Stand Alone Plum	107	114	137	76	110	139	138	220	130	125	126	184	1606	134	113	60	356	154	85	133	179	189	150	182	172	124	1897	18%	
Mechanical Permits	48	52	48	52	45	144	131	76	62	115	72	62	907	76	43	75	105	109	129	117	90	98	104	82	93	101	1146	26%	
Stand Alone Mech	70	80	63	72	71	156	156	120	80	147	100	75	1190	99	66	91	127	147	365	132	105	117	117	99	109	120	1595	34%	

*Performance Measurements reflects from time permit is submitted rather it be online or paper to issue date.

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CEDD - Construction & Development Services

Current Trends cont...

Current Trends																													
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	2020 YTD	2020 AVG	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	2021 YTD	% Change vs. 2020	
Electrical Permits	28	11	26	9	15	31	27	43	27	27	27	20	291	24	22	21	33	22	31	29	29	35	32	24	33	25	336	15%	
Stand Alone Elec	53	48	74	41	57	66	63	95	73	82	70	73	795	66	60	48	294	85	92	88	68	94	84	81	76	81	1151	45%	
# Roofing Permits Reviewed	15	18	43	103	433	187	457	374	365	278	195	72	2540	212	14	31	118	179	164	191	120	115	147	141	111	39	1370	-46%	
# Siding Permits	6	1	10	16	21	32	37	30	30	35	25	10	253	21	2	4	26	21	32	29	23	22	20	31	15	12	237	-6%	
Struct Insp Reported	182	117	185	278	156	244	240	195	288	243	207	171	2506	209	119	219	379	279	211	264	195	213	178	168	213	161	2599	4%	
Struct Inspections	160	109	140	267	230	300	243	191	255	220	186	152	2453	204	126	134	193	203	193	249	199	216	185	176	212	138	2224	-9%	
Plum Insp Reported	199	165	153	161	207	183	182	212	192	231	124	161	2170	181	126	111	174	231	151	216	252	272	170	146	192	144	2185	1%	
Plumbing Inspections	161	127	112	130	100	142	97	149	144	156	75	120	1513	126	107	72	125	112	106	134	156	200	75	130	147	143	1507	0%	
# Mech Insp Reported	150	105	101	66	76	110	128	92	93	72	93	83	1169	97	64	127	127	111	102	77	84	101	57	72	149	92	1163	-1%	
# Mechanical Insp	170	98	90	56	63	110	108	77	94	81	102	72	1121	93	46	66	103	92	107	60	67	60	68	88	123	91	971	-13%	
Elec Insp Reported	139	134	182	222	209	209	182	143	148	137	134	107	1946	162	125	126	191	183	175	153	191	174	155	201	161	141	1976	2%	
# Electrical Inspections	110	102	123	88	96	101	115	109	126	115	134	95	1314	110	102	84	130	131	122	112	129	145	123	128	117	103	1426	9%	
# FOIA Requests	79	60	88	34	16	36	39	53	26	54	73	53	611	51	57	58	54	46	80	91	42	58	31	47	53	49	666	9%	
% of Permits Online	50%	45%	57%	71%	85%	84%	80%	75%	83%	76%	77%	82%	0	0%	71%	51%	46%	71%	55%	73%	77%	72%	78%	76%	74%	74%	0	0%	

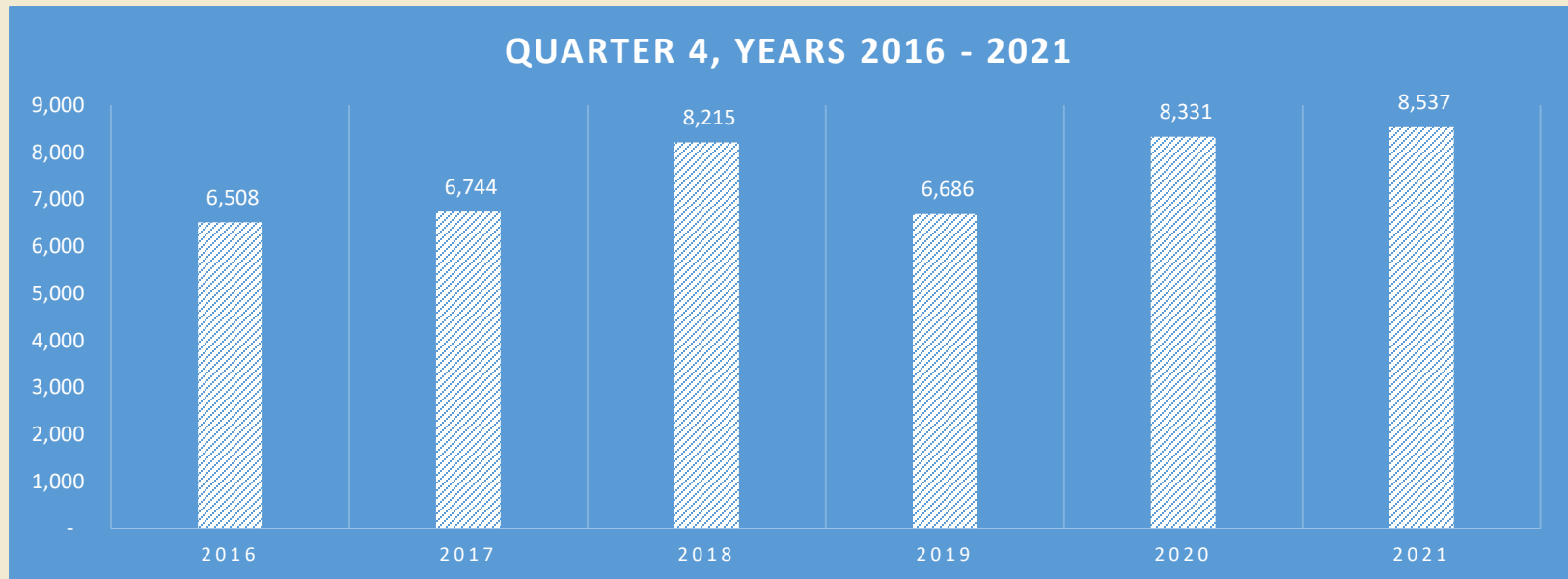
Current Trends																													
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	2020 YTD	2020 AVG	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	2021 YTD	% Change vs. 2020	2021 AVG
# P.S. Inspections	305	284	393	432	344	354	263	294	238	310	192	184	2907	242	269	183	220	223	273	314	222	345	232	176	187	264	2908	8%	485
# P.S. Complaints	65	93	83	57	56	62	59	58	49	44	38	23	582	49	30	49	71	38	49	46	38	60	38	40	42	34	535	0%	89
Avg # Days to 1st Insp	3	2	1	3	5	1	1	1	1	1	2	2	18	2	3	2	2	3	3	1	2	2	2	1	3	1	24.5	44%	4
# of Cases Started	5	82	69	42	37	38	30	29	33	24	22	6	365	30	22	41	60	28	37	35	32	34	28	21	28	17	383	13%	64
# of Cases Unfounded	57	9	12	14	16	20	25	27	5	18	14	15	185	15	4	5	3	15	20	9	15	23	12	14	12	12	144	-14%	24
# of Cases Compliant	2	2	0	1	3	4	4	2	11	3	2	1	29	2	5	10	0	5	1	2	1	3	3	5	2	6	43	57%	7
# Condemnations	19	40	19	21	16	19	28	16	15	8	11	3	193	16	17	35	20	20	16	18	11	32	10	4	6	6	195	9%	33
# Condemns Lifted	11	4	6	5	2	6	0	1	7	1	4	1	42	4	5	4	7	4	9	5	2	2	2	4	6	7	57	44%	10
# Emergency Demos	1	0	0	0	0	0	0	0	3	1	0	0	4	0	0	2	1	1	0	1	0	0	0	0	0	0	5	33%	1

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CEDD - Construction & Development Services

Total Permits Issued(Building)



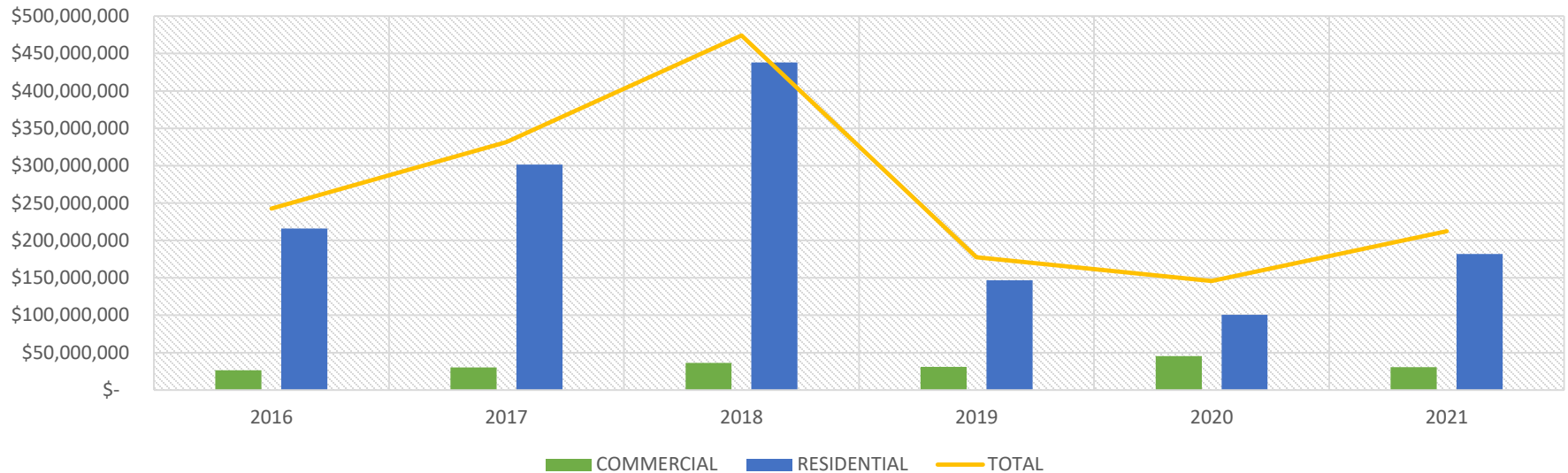
TOTAL BUILDING PERMITS ISSUED for Quarter 4, Years 2016 - 2021						
2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 4 for Years 2016 - 2021
6,508	6,744	8,215	6,686	8,331	8,537	2.47%

* 2021 total includes 800+ permits for Concord Commons remodel

CEDD - Construction & Development Services

Construction Valuations(Residential & Commercial)

Construction Valuations for Quarter 4, Years 2016 - 2021



Construction Valuations for Quarter 4, Years 2016 - 2021

	2016	2017	2018	2019	2020	2021	% Change reflects the time period of Quarter 4 for Years 2016 - 2021
Residential	\$ 26,486,997	\$ 30,205,802	\$ 36,041,691	\$ 30,895,671	\$ 45,270,134	\$ 30,474,905	-32.68%
Commercial	\$ 216,061,659	\$ 301,340,980	\$ 437,957,521	\$ 146,501,549	\$ 100,464,224	\$ 181,903,005	81.06%
Total	\$ 242,548,656	\$ 331,546,782	\$ 473,999,212	\$ 177,397,220	\$ 145,734,358	\$ 212,377,910	45.73%

CEDD - Economic Development

2021 Investment Scorecard

Economic Development Data Quarterly Performance		2021 Annual Target	First Quarter		Second Quarter		Third Quarter (Sept 10th)		Fourth Quarter		Year to Date	
			Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
New and Retained Industrial/Commercial Projects		36	9	2	9	9	9	9	9	6	36	26
New and Retained Jobs		800	200	0	200	285	200	4	200	62	800	351
COVID-19 Relief Programs		NA	85 (DCEO Hospitality Grant)									
Total Investment	Private Investment	\$ 145,000,000	\$ 11,918,911		\$ 38,057,246		\$ 2,851,775		\$ 2,448,345		\$ 52,827,932	
	Public Investment		\$ 158,129		\$ 3,469,837		\$ 65,406		\$ 70,273		\$ 3,693,372	
	Percentage, Public Investment		1.33%		9.12%		2.29%		2.87%		6.99%	

CEDD - Economic Development

January – June 2021 Achievements

Brownfields Redevelopment

- Completed Southwest Rockford Neighborhood Brownfields Revitalization Framework Plan and supplemental Rapid Health Impact Assessment for Southwest Rockford.
- Full interior asbestos abatement and roof replacement of Historic Rockford Watch Factory using US EPA Brownfields Cleanup Grant.
- Actively cleaning up former Lloyd's Hearing site using US EPA Brownfields Assessment and Cleanup Grants.
- Obtained No Further Remediation Letter from Illinois EPA for new Police Evidence Facility at 4801 Shepherd Trail.
- Removed orphan underground storage tanks from former First Congregational Church and Greenmount Rear Street properties.
- Purchase Contract executed for the sale of Barber Colman.

CEDD – Economic Development

2021 Sanitation Statistics

HOUSEHOLD WASTE		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
56,872	51,332	-9.7%

YARDWASTE		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
11,801	7,038	-40.4%



RECYCLING		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
7,846	8,496	8.3%

DEMOLITION DEBRIS		
2020	2021	Change In Tonnage
Tonnage	Tonnage	
6,361	7,116	11.9%

CEDD – Economic Development

2020 Sanitation Contractor Customer Service Statistics

MISSED PICK-UPS

2020	2021	% Change
1,098	1,302	18.6%

CUSTOMER SERVICE CALLS

2020	2021	% Change
5,497	4,466	-18.8%



SERVICE COMPLAINTS

2020	2021	% Change
87	80	-8.0%

AVERAGE CALL-IN HOLD TIME (SEC)

2020	2021	% Change
78	156	100.9%



CEDD – Economic Development

2021 Final Household Hazardous Waste Statistics

MATERIAL	Total Drums	Weight
Acids	28	4,735
Adhesives	351	61,440
Antifreeze	32	14,400
Asbestos	1	140
Bases	43	7,665
Bulked Solvents	47	22,110
Lab Packs	16	573
Lithium Batteries	15	605
Mercury Batteries	0	0
Mercury Debris	3	35
Mixed Bulbs	15	1,390
Nickel-Cadmium Batteries	12	563
Non-Processable Aerosol	60	9,010
Oil Based Paints	45	24,010
PCB Ballasts	2	330
Pesticides Solids	103	18,550
Pesticides Liquid	215	37,630
Processable Aerosols	45	6,730
Straight Lamps	46	2,400
Used Oil	90	41,370
Final 2021 Total	1,169	253,686
Final 2020 Total	1,091	237,366
Percent Change	7%	6%

- 5,017 Total Cars (3,942 in 2020)
- 70.8% Rockford Residents (71.3% in 2020)
- 84.8% Win County Residents (86.5% in 2020)
- 9,399 Tires Collected (7,747 in 2020)

**Note - Facility was closed from 3/20/2020 to 6/4/2020 as part of COVID-19 mitigations*



CEDD – Neighborhood Development

2021 HUD Program Goals

2020-2024 Consolidated Plan Strategy and Programs	Year 2 – 2021 Goals	
	CDBG Funds	HOME Funds
Housing Strategy		
Housing Rehabilitation	40	24
Homeownership		5
Housing Development		2
Community Development Strategy		
Clearance / Demolition	45	

The FY 2021 Federal HOME and CDBG awards were received during the month of August after submitting the 2021 Annual Action Plan to HUD.

The 2020 Consolidated Annual Performance & Evaluation Report (CAPER) was submitted during 2nd Quarter 2021.

CEDD – Neighborhood Development

2021 Achievements – Grants

Residential Projects

- * 71 Residential demos
(53 CDBG, 9 General Fund & 9 SCP)
- * 12 housing rehab projects completed
- * 2 homebuyers provided assistance

IHDA Single Family Rehab Roof Grant Program

- * Q1: Application period opened; pre-applications selected through lottery process.
- * 13 agreements signed. 17 additional applications are currently under review.

IHDA Strong Communities Program (SCP) Grant

- * March: Signed SCP grant agreement for demolition program.
- * Anticipate total of 20 houses to be demolished.

IHDA Abandoned Properties Program (APP) Grant

- * Q1: Applied for Round 5 of APP grant.
- * Q2: City is notified of \$75k award to support residential demo program.
- * Q4: Notified that this grant will be converted to a Strong Communities Program grant. Anticipate final conversion during 2022.

CEDD – Neighborhood Development

Achievements – Neighborhood Engagement

Neighborhood Specialist Activities

Community Support

- * Developed & Launched Connect Rockford Program
- * Leader of Ready to Learn “Family Friendly Neighborhoods” team; member of Community Connectors Team
- * Member of Belonging task force, personal relationships team & community life team

Direct Door to Door Outreach:

- * Water Division: 4 projects
- * Engineering: 2 projects
- * ND Housing: 2 Neighborhoods
- * 8th, 12th, & 14th Ward outreach with Alderpersons
- * Neighborhood group events & meetings: 6 Neighborhoods

Community Support

- * Member of Rockford Area Habitat for Humanity DEI committee
- * Member of Alignment USA Team Leaders Cohort
- * Member of National Leaders Network for Socially Connected Communities

Community Outreach:

- * Assisted the Rockford Park District with projects to increase resident outreach
- * Participated in Cherry Valley Elementary Mobile Block Party and Nashold Fall Festival
- * Assisted 4 Neighborhoods with events